

**مناقصة عامة (3- 2025/2024)
كراسة الشروط ومواصفات الفنية
بشأن مشروع النظام الاداري والمالي
للهيئة العامة للاتصالات وتقنية
المعلومات**

(مناقصة عامة غير قابلة للتجزئة)

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دولة الكويت
الهيئة العامة للاتصالات وتقنية المعلومات
مناقصة عامة رقم « 3 - 2025/2024 »
مشروع النظام الاداري والمالي
للهيئة العامة للاتصالات وتقنية المعلومات
تاريخ تقديم العطاء : / /

اسم المناقص	
العنوان	
صندوق بريد رقم	
رقم التليفون	
رقم الفاكس	
رقم السجل التجاري	

ختم وتوقيع المناقص

التاريخ : / /

- في حالة التوقيع بالتفويض يرفق كتاب التفويض مع العطاء.
- في حالة التوقيع بوكالة أجنبية، يجب أن يكون سند الوكالة مصدقا عليه من الجهات الرسمية ومرفقا بالعطاء.
- ترفق صورة اعتماد توقيع للموقع على العطاء.

نموذج التأمين الأولي:

(1) يجب على المناقص ان يقدم مع عطاءة تاميننا اوليا مبلغ وقدرة (7,000 دك) في صورة شيك مصدق او خطاب ضمان غير مشروط وخال من اية تحفظات وغير قابل للرجوع فيه صادر من احد البنوك المعتمدة لدى دولة الكويت باسمه ولصالح الهيئة العامة للاتصالات وتقنية المعلومات ولن تقبل التامينات النقدية ولا الشيكات غير المصدقة وعلى ان يكون هذا التامين صالحا لمدة سريان العطاء ويستبعد كل عطاء لا يكون مصحوبا بكامل هذا التامين ولا يجوز رد التامينات الأولية الابعد مرور (90) يوما من تاريخ اقفال المناقصة او عندما يقوم المناقص الفائز بتقديم التامين النهائي وتوقيع العقد مالم يتم الغاء المناقصة.

(2) على كل مناقص أن يستكمل البيانات التالية بالتفصيل كما هو مبين أدناه:

رقم المناقصة:	
رقم التأمين:	
مدة التأمين:	
يبدأ بتاريخ: / /	ويينتهي بتاريخ: / /
مبلغ التأمين:	

لاستعمال اللجنة فقط:	
التدقيق:	التاريخ: / /
ملاحظات:	

ملاحظة

يرفق هذا النموذج مع التأمين الأولي .

نموذج التأمين النهائي:

السيد / المحترم
حضرات السادة /
شيك مصدق / خطاب ضمان رقم /
نتشرف بإعلامكم بأننا نضمن لكم بموجب هذا الكتاب
السادة / على مبلغ وقدرة (د.ك) فقط وقدره
..... دينار كويتيا) وذلك لقاء شيك مصدق / خطاب الضمان
بشأن الالتزام بتنفيذ الاعمال الواردة في المناقصة رقم: والخاصة
ب..... التي رست عليهم.
يعتبر هذا الضمان ساري المفعول ابتداء من هذا اليوم ولمدة إنجاز
الاعمال للعقد مضافا اليها ثلاثة أشهر ويظل معمولا به ولا يجوز إلغائه
خلال المدة المذكورة بدون موافقتكم الخطية المسبقة.
نتعهد بأن ندفع لأمركم عند أول طلب من قبلكم كامل المبلغ المذكور
ورغم أي اعتراض من قبل السادة / شركة.....
وأنا نقر باننا نختار محل إقامة لنا في الكويت لكل ما يتعلق بتنفيذ هذا
الضمان في مركز السادة /
على الطرف الثاني أن يستكمل البيانات التالية بالتفصيل كما هو مبين أدناه
:

رقم المناق صة :	
رقم التأمين :	
مدة التأمين :	
يبدأ بتاريخ : / /	ويينتهي بتاريخ : / /
مبلغ التأمين :	

ملاحظة:

يرفق هذا النموذج مع التأمين النهائي .

صيغة عطاء مناقصة عامة رقم (3- 2025/2024) كراسة الشروط والمواصفات الفنية بشأن مشروع

النظام الاداري والمالي

نقر نحن الموقعين أدناه بأننا قد قمنا بالاطلاع على جميع شروط ومحتويات وثائق المناقصة المبينة أعلاه ، ونوافق على كل ما تضمنته بدون أدنى تحفظ ، ومن ثم فإننا نتعهد بالآتي :

(1) القيام بالاعمال المطلوبة طبقاً لما هو مفصل عنها في وثائق المناقصة، وذلك بقيمة إجمالية :

– بالأرقام :

– كتابة :

عن بنود المناقصة شاملة كافة التكاليف ووفقا لما جاء بوثائق المناقصة.

(2) الالتزام بالقيمة سالفة الذكر لمدة (90) يوما من تاريخ اقفال المناقصة .

(3) إتمام إجراءات التعاقد مع الهيئة العامة للاتصالات وتقنية المعلومات متى ما تم إخطارنا بقرار الترسية على عطائنا ، ويعد أي تخلف عن إتمام إجراءات التعاقد انسحابا من جانبنا يستوجب المساءلة ووفقا لأحكام لائحة المناقصات والمزايدات للهيئة العامة للاتصالات وتقنية المعلومات وفيما لم يرد نص فيه يرجع لقانون المناقصات العامة رقم 49 لسنة 2016 وتعديلاته ولائحته التنفيذية الصادرة بالمرسوم رقم 30 لسنة 2017.

(4) تعد هذه الصيغة جزءا لا يتجزأ من وثائق المناقصة .

اسم المناقص	الختم والتوقيع
صفته	
العنوان	

الجزء الأول الشروط العامة

الجزء الأول
الشروط العامة
مناقصة عامة رقم (3-2024/2025)
بشأن مشروع النظام الاداري والمالي

مادة (1) الغرض من تقديم العطاء

ترغب الهيئة العامة للاتصالات وتقنية المعلومات في تنفيذ مشروع النظام الاداري والمالي الخاص بها وفقاً للتقنيات الحديثة والتي تتناسب مع طبيعة عملها كهيئة حكومية عامة مستقلة مع الأخذ بعين الاعتبار معايير وتصاميم تكنولوجيا المعلومات العالمية والمعتمدة بدولة الكويت وحسب الشروط ومواصفات المبينة فيما بعد.

مادة (2) مناقص

يشترط فيمن يتقدم بعطاءه لهذه المناقصة ما يلي:

1) يشترط في المناقص المتقدم بعطاء لهذه المناقصة أن يكون فرداً أو شركة مقيدا في السجل التجاري.

وفي حال كان المناقص أجنبياً لا تسري في شأنه أحكام كل من الفقرة الأولى من هذه المادة وأحكام المادة (23) من المرسوم بالقانون رقم (68) لسنة 1980 بشأن قانون التجارة وتعديلاته.

وأن يكون مسجلاً في سجل الموردين أو المقاولين أو حسب طبيعة المناقصة.

2) يجب ألا يكون المناقص عضواً في مجلس إدارة الهيئة أو موظفاً فيها ، أو عضواً في إحدى اللجان بالهيئة ، أو تربطه صلة قرابة حتى الدرجة الرابعة بأي منهم ، وتشمل عبارة المناقص في حكم هذه المادة الشريك أو الوكيل وعضو مجلس الإدارة والموظف في الجهة المتقدمة بالعطاء ، وكذلك المكتب الاستشاري الذي قام بدراسة الأعمال المطروحة أو إعداد مستندات الطرح وكذلك الأفراد الذين يعملون به .

إن مدى مخالفة البنود والشروط المقترحة سيؤثر على الاختيار. وبناء عليه فإنه مطلوب من كل مناقص النظر بعناية في الالتزامات والمسؤوليات المذكورة في هذه المناقصة، كما تحتفظ الهيئة العامة للاتصالات وتقنية المعلومات بالحق في التعاقد بناء على بنودها وشروطها الخاصة. وينبغي على المناقصين تأكيد الالتزام بجميع القوانين واللوائح ذات الصلة بالخدمات وقدرتهم على ضمان توفير الخدمة لتمكين الهيئة العامة للاتصالات وتقنية المعلومات من الالتزام بجميع القوانين واللوائح السارية ذات الصلة.

مادة (3) عنوان المناقص

على المناقص أن يبين عنوانه في دولة الكويت أو خارجها، وتعتبر جميع المراسلات والإخطارات والإعلانات القضائية التي توجه إليه في هذا العنوان بمثابة إعلان صحيح وعليه أن يخطر الهيئة العامة للاتصالات وتقنية المعلومات خطياً بكتاب موصى عليه بعلم الوصول بكل تغيير يحصل على هذا العنوان، وإذا لم يتم هذا الإخطار تعتبر المخاطبات المرسلة إليه على عنوانه القديم صحيحة ونافذة في حقه وبمثابة إعلان قانوني سليم منتج لأثاره القانونية.

مادة (4) المستندات الواجب تقديمها

- 1) تقديم شهادة استيفاء نسبة العمالة الوطنية، وذلك تنفيذاً لقرار مجلس الوزراء رقم (1104/ خامسا لسنة 2008) بشأن دعم العمالة الوطنية.
- 2) صورة رسمية لعقد تأسيس الشركة المحلية – أو عقد الوكالة – بين الشركة الخارجية وبين الشريك أو الوكيل – الكويتي التاجر، موثقاً طبقاً للأنظمة المعمول بها بدولة الكويت.
- 3) يجب على المناقص أن يكون مصنف ضمن تسجيل الجهاز المركزي لتكنولوجيا المعلومات في المجال الخاص بموضوع المناقصة وذلك للسنة التي يتم فيها طرح المناقصة، مع إرفاق صورة من الشهادة الدالة على ذلك.
- 4) نبذة مختصرة عن نشاطات الشركة أو المؤسسة منذ تأسيسها.

- 5) عقد التأسيس والنظام الأساسي مع جميع التعديلات اللاحقة عليه.
- 6) رخصة تجارية سارية المفعول.
- 7) السجل التجاري.
- 8) شهادة غرفة تجارة وصناعة الكويت سارية المفعول.
- 9) شهادة الجهاز المركزي للمناقصات العامة سارية المفعول.
- 10) بيانات الحساب البنكي بكتاب صادر من البنك.
- 11) كتاب اعتماد توقيع للمفوضين بالتوقيع حديث / ساري المفعول.
- 12) أحدث البيانات المالية المدققة للشركة (آخر 3 سنوات متتالية).
- 13) قائمة مرجعية بالعملاء والجهات التي تم التعامل معهم في مشاريع مشابهة.
- 14) شهادة الشراكة الذهبية من الشركة الأم سارية المفعول.
- 15) شهادة براءة ذمة سارية صادرة من الهيئة العامة للقوى العاملة تفيد عدم وجود وقف على صاحب العمل يتعلق بالعمالة المسجلة بملفه لدى الهيئة ، والا سينتم استبعاد عطاؤه.
- 16) شهادة سداد الاشتراكات الخاصة بالمؤسسة العامة للتأمينات الاجتماعية المنصوص عليها بالمادة (95) من قانون التأمينات الاجتماعية.

مادة (5) نموذج العطاء

- 1) يقدم العطاء مكتوباً وموقعاً عليه في وثائق المناقصة الرسمية الصادرة إلى المناقصين، ولا يجوز تحويلها للغير وتكون موقعة من الشخص المفوض بالتوقيع ومختوم جميع صفحاتها بختم المناقص.
- 2) يجب أن تعاد العطاءات معبأة وكاملة من جميع الوجوه في الوقت المحدد لها وحسب الشروط المبينة في وثائق المناقصة، كما يجب ألا يقوم المناقص بإجراء أي كشط أو محو أو تعديل في وثائق المناقصة.
- 3) تورد الوثائق في المظاريف الرسمية المخصصة لها ويحكم إغلاقها، ولا تقبل المظاريف الممزقة أو التالفة أو المشوهة، وفي حال تلف أو تشويه أو ضياع مظروف المناقصة الرسمي يجب على المناقص أن يحصل على مظروف آخر عوضاً عنه ليقدم فيه العطاء، مع مراعاة حكم البند الرابع من المادة.

(4) لا يجوز استلام أي عطاء يرد بعد الموعد النهائي لتقديم العطاءات المحدد بإعلان المناقصة مهما كانت أسباب التأخير.

(5) لا يجوز استلام أي عطاء عليا علامة او إشارة.

(6) تعنون مظاريف العطاء باسم:

- لجنة تعاقدات الهيئة العامة للاتصالات وتقنية المعلومات مناقصة عامة رقم (3- 2025/2024) مشروع النظام الاداري والمالي للهيئة العامة للاتصالات وتقنية المعلومات

نوع المظروف

المظروف المالي يحتوي على:

صيغة العطاء المتضمنة قيمته وجدول الاسعار.

المظروف الفني يحتوي على:

(أصول المناقصة، جدول الكميات، التأمينات الأولية، شهادات استيفاء نسبة العمالة، الأقراص المدمجة) بعد تعبئتها وختمها.

(1) يجوز استعمال الوسائل الالكترونية لإتمام الإجراءات السابقة كلها أو بعضها شريطة أن تكون مستوفية لكافة الشروط والمتطلبات السابقة ويعد باطلاً كل عطاء يخالف أحكام البندين (2)، (3) ما لم يرى أعضاء لجنة التعاقدات بالهيئة قبولة بالاجماع لاعتبارات تتعلق بالمصلحة العامة.

(2) على كل مناقص تقدم بعطائه ان يرفق به كراسة الشروط والمواصفات الفنية الاصلية التي استلمتها ضمن العطاء، ويجب ان تكون موقعة وممهورة بختم الشركة / المؤسسة على كل صفحة.

(3) على كل مناقص تقدم بعطائه ان يضمه الاتي :

عدد (2) نسخة اصلية من العرض المقدم مرفقا به عدد (2) نسخ الكترونية من نفس العرض وذلك في ظرف مختوم مع إرفاق عدد (2) قرص مدمج (CD) وأن تكون الملفات الإلكترونية من نوع PDF قابلة للبحث (Searchable and NOT photo).

مادة (6) آخر موعد لتقديم العطاءات

تقدم العطاءات إلى الهيئة العامة للاتصالات وتقنية المعلومات بعد أن تختتم بالشمع الأحمر بموعد أقصاه (طبقاً للموعد المحدد في الإعلان) ولن يلتفت إلى أي عطاء يرد بعد الموعد المحدد وكذلك لن يلتفت إلى أي تغيير أو تعديل في أسعار العطاءات المقدمة يرد بعد تقديمها .

مادة (7) الاسعار

- 1) تسعر جميع العطاءات بالدينار الكويتي .
- 2) القيمة الإجمالية الواردة بصيغة العطاء ، وهي القيمة التي تعتد بها لجنة التعاقدات بالهيئة بصرف النظر عن أية أرقام قد تظهر في وثائق المناقصة أو صورها أو أية أخطاء يرتكبها المناقص أثناء حساب السعر الإجمالي ، ولا يقبل أي تعديل في هذا السعر بعد تقديم العطاء.
- 3) إذا اختلف المبلغ المكتوب بالأرقام عن المبلغ المكتوب بالحروف سيعتد بالمبلغ الأقل، وبعد اجراء التدقيق الحسابي وتبين اختلاف الرقم المدقق عن المدون بصيغة العطاء يتم الاعتداد بأيهما أقل.
- 4) وإذا كان الخطأ الحسابي يجاوز 5% من السعر الإجمالي أستبعد العطاء ، ما لم يتم قبوله لاعتبارات تتعلق بالمصلحة العامة .
- 5) أي خصم أو زيادة على السعر الإجمالي للعطاء لا يعتد به ما لم يكن مدوناً في المكان المخصص لذلك في وثائق المناقصة.
- 6) يحظر الكشط أو المحو في جداول الفئات أو أسعارها وكل تصحيح في أسعار الفئات أو غيرها يجب إعادة كتابته بالمداد الأحمر بالأرقام والحروف العربية والتوقيع بجانبه.
- 7) يحظر على المناقص شطب أي بند من بنوده أو من شروط المواصفات الفنية أو أي مستند من مستندات العطاء أو إجراء أي تعديل فيها مهما كان.
- 8) إذا أغفل المناقص تحديد قيمة بند من البنود الواردة بالوثائق اعتبرت القيمة الإجمالية شاملة له ،على أن يتم الأخذ بالاعتبار تسعير هذا البند عند إجراء الموازنة التثمينية دون أي زيادة في السعر الإجمالي.
- 9) يتم إجراء الموازنة التثمينية مع المناقص الفائز قبل ترسية المناقصة عليه ، وذلك مع مراجعة الأسعار المقدمة منه سواء من حيث مفرداتها أو

مجموعها وإجراء التصحيحات المادية إذا اقتضى الأمر ذلك ، وذلك دون إخلال بالسعر الإجمالي للعطاء ، وفي حالة رفض المناقص ذلك ، يجوز استبعاده واعتباره منسحباً مع ما يترتب على ذلك من آثار وأخصها مصادرة التأمين الأولي . وفي هذه الحالة يجوز لها الترسية على من يليه في الترتيب شريطة استيفائه لكافة الشروط المطلوبة للترسية أو إلغاء المناقصة وإعادة طرحها.

10) ويتم استبعاد العطاء الذي يخالف هذه الأحكام ما لم يتم قبوله لاعتبارات تتعلق بالمصلحة العامة.

11) الأسعار الواردة بالعطاء هي التي سيتم المحاسبة النهائية عليها بغض النظر عن تقلبات الأسعار أو سعر العملة أو الرسوم الجمركية أو اية رسوم أو تكاليف أخرى .

مادة (8) المدة التي لا يجوز فيها سحب العطاء

يبقى العطاء نافذ المفعول وغير جائز الرجوع فيه من وقت تقديمه ولمدة (90) يوماً من تاريخ اقفال المناقصة، ولا يؤخذ بأي تعديل في الأسعار بعد تقديم العطاء، وإذا تعذر البت في العطاءات خلال المدة المحددة لسريانها ، فسيطلب من المناقصين قبول سريان عطاءاتهم لمدة أخرى مماثلة على الأكثر ، ويتعين ان يوافق كل منهم كتابة على التمديد مع تجديد مدة التأمين الاولي ويستبعد عطاء من لم يقبل مد مدة سريانه .

مادة (9) التأمين الأولي

يجب على المناقص ان يقدم مع عطاءة تأميناً اولياً مبلغ وقدرة (د.ك) في صورة شيك مصدق او خطاب ضمان غير مشروط وخال من اية تحفظات وغير قابل للرجوع فيه صادر من احد البنوك المعتمدة لدى دولة الكويت باسمه ولصالح الهيئة العامة للاتصالات وتقنية المعلومات ولن تقبل التأمينات النقدية ولا الشيكات غير المصدقة وعلى ان يكون هذا التأمين صالحاً لمدة سريان العطاء ويستبعد كل عطاء لا يكون مصحوباً بكامل هذا التأمين ولا يجوز رد التأمينات الأولية الا بعد مرور (90) يوماً من تاريخ اقفال المناقصة او عندما يقوم المناقص الفائز بتقديم التأمين

النهائي وتوقيع العقد مالم يتم الغاء المناقصة ولن تدفع الهيئة العامة للاتصالات وتقنية المعلومات اية فوائد على مبلغ هذا التأمين ولا يجوز لدائني المناقص الحجز على مبلغه وسوف يرد هذا التأمين لكل من لم ترسو عليه المناقصة عندما يقوم المناقص الفائز بتقديم التأمين النهائي وتوقيع العقد ، وكذلك سوف يرد هذا التأمين إلى من ترسو عليه المناقصة إذا قام بدفع التأمين النهائي .

مادة (10) قبول العطاء

(1) تتم الترسية على المناقص صاحب أفضل العطاءات فنيا وماليا وفقا لنظام التقييم بالنقاط بحيث يتم ترتيب العطاءات المقبولة فنيا بقسمة القيمة المالية للعطاء على مجموع النقاط الحاصل عليها في التقييم الفني المرئي والترسية على أقل ناتج لعملية القسمة، ومع ذلك يجوز الإرساء على مناقص تالي في الترتيب إذا كانت أسعار أفضل العطاءات فنيا وماليا منخفضة بشكل كبير وتقل بنسبة غير مبررة عن القيمة التقديرية لميزانية المناقصة، فإذا تساوت الأسعار بين عطاءين أو أكثر فتمت الترسية بالاقتراع بينهم.

(2) تخطر الهيئة العامة للاتصالات وتقنية المعلومات المناقص الذي رست عليه المناقصة بقبول عطاءه وترسية المناقصة عليه بموجب كتاب موصي عليه بعلم الوصول ، ولا يترتب على إرساء المناقصة وإبلاغ المناقص الفائز بها أي حق له قبل الدولة في حال العدول عن التعاقد، ولا يعتبر المناقص الفائز متعاقدا إلا من تاريخ التوقيع على العقد.

(3) تخطر الهيئة المناقص الفائز في المناقصة لتقديم التأمين النهائي ، فإذا لم يقدمه خلال شهر من تاريخ إخطاره، جاز اعتباره منسحبا ما لم تقرر الهيئة مد الميعاد لمدة أخرى المماثلة، فإذا تخلف المناقص الفائز عن تقديم التأمين النهائي في الموعد المحدد له خسر تأمينه الأولي ، فضلا عن توقيع أي جزء آخر وفقا لأحكام القرار رقم (133) لسنة 2016 بإصدار لائحة المناقصات والمزايدات للهيئة العامة للاتصالات وتقنية المعلومات.

(4) تطلب الهيئة العامة للاتصالات وتقنية المعلومات من المناقص الفائز الحضور لتوقيع العقد خلال مدة لا تتجاوز (30 يوما) ثلاثين يوما من تاريخ

تقديم التأمين النهائي ، ويجوز تجديد هذه المهلة لمدة مماثلة إذا كان التأخير من قبلها أو لعذر تقبله فإذا لم يتقدم في خلال هذا الميعاد لتوقيع العقد بدون أسباب المقبولة اعتبر منسحباً مع خسارته للتأمين النهائي فضلاً عن مصادرة التأمين الأولي وتوقيع أي جزء آخر وفقاً لأحكام القرار رقم (133) لسنة 2016 بإصدار لائحة المناقصات والمزايدات للهيئة العامة للاتصالات وتقنية المعلومات.

(5) إذا انسحب المناقص الفائز لأي سبب، يجوز إلغاء المناقصة أو إعادة طرحها أو إرسالها على المناقص التالي سعراً ، ويعاقب المناقص المنسحب بمصادرة التأمين الأولي ، ودون الإخلال بحق الهيئة في التعويض.

(6) إذا تبين للمناقص عند دراسة المناقصة وجود أي خطأ أو نقص أو تباين في المسندات الفنية أو في جداول الكميات مما قد يؤثر على فئات عطائه أو على قيمة الأعمال فعلى المناقص أن يستوضح من الهيئة قبل تقديم عطائه بكتاب رسمي إلى الهيئة العامة للاتصالات وتقنية المعلومات.

مادة (11) التقييم

يجب على المناقص استيفاء جميع المتطلبات المذكورة في جدول المواصفات الفنية المرفق للدخول في التقييم الفني المرئي حيث سيتم استبعاد أي مناقص غير مستوفي لأي بند من بنود المواصفات الفنية المذكورة في الجدول.

سيتم الطلب من المناقصين المستوفين لجدول المواصفات الفنية عمل عرض مرئي (**Live Demo**) بناءً على دورات إجرائية مختارة يتم تزويدهم بها وسيتم وضع نقاط التقييم لكل مناقص حسب الجدول أدناه (جدول التقييم الفني المرئي)

الحد الأدنى لقبول المناقصين 80 نقطة من تقييم العرض الفني المرئي حسب الآتي:

• جدول التقييم الفني المرثي

النقاط	الوصف	التفصيل	المعيار الرئيسي
10	القدرة على تخصيص تدفقات العمل	التخصيص	الوظائف
5	القدرة على تعديل العمليات		
5	القدرة على تخصيص قواعد العمل		
5	لوحات معلومات قابلة للتخصيص		
5	تقارير مدمجة شاملة	التقارير والتحليلات	
10	تقارير مخصصة على مستوى المستخدم		
5	تنسيق نماذج التقارير وسرعة استجابتها		
5	أتمتة المهام المتكررة	الأتمتة	
5	تحسين العمليات (كيفية تحسين العمليات مع التخلص من الخطوات غير الضرورية)		
10	تصميم واجهة واضحة وسهلة الاستخدام (تجربة المستخدم/واجهة المستخدم)	تصميم الواجهة وسهولة التنقل	
5	سهولة التعلم على النظام		
5	سهولة العثور على خصائص النظام		
5	توفر أدلة المساعدة ودعم المستخدم داخل النظام	دعم المستخدم والوثائق	
10	جودة وظائف التطبيق المحمول	الوصول عبر الهاتف المحمول	
5	دعم جميع المنصات مع استجابة كاملة		
5	القدرة على تخصيص الوظائف بناءً على صلاحيات المستخدم.		

Main Criteria	Breakdown	Description	Points
Functionality	Customization	Ability to tailor workflows	10
		Ability to modify processes	5
		Ability to customize business rules	5
		Customizable dashboards	5
	Reporting & Analytics	Comprehensive built-in reporting	5
		User-based customized reports	10
		Template format and responsiveness	5

	Automation	Automation of repetitive tasks	5
		Process optimization (how the processes are optimized while eliminating unnecessary steps)	5
User Experience	Interface Design & Ease of Navigation	Clean and intuitive interface design (UX/UI)	10
		Minimal Learning Curve	5
		Easy-to-Find features	5
	User Support & Documentation	Availability of help guides, tutorials, and user support within the system	5
	Mobile App features	Quality and functionality of mobile application	10
		Support all platforms with responsiveness	5
Abilities to customize functionalities based on user privileges.		5	

يتم احتساب التقييم النهائي بترتيب العطاءات المؤهلة من خلال قسمة القيمة المالية لكل عطاء على إجمالي النقاط التي حصل عليها المناقص في التقييم الفني المرئي على ان تتم الترسية على العطاء الذي يحقق أقل ناتج لعملية القسمة، باعتباره الأول في الترتيب والأفضل من الناحية الفنية والمالية.

ومع ذلك، يجوز ترسية المناقصة على العطاء التالي في الترتيب إذا كانت أسعار العطاء الأفضل فنياً ومالياً، بناءً على ناتج القسمة منخفضة بشكل كبير وغير مبرر عن القيمة التقديرية للمناقصة. وفي حال تساوي ناتج القسمة بين عطاءين أو أكثر، تُجرى الترسية بالاقتراع بينهم.

وبذلك تكون خطوات التقييم كالتالي:

١. استيفاء جميع المتطلبات المذكورة في المواصفات الفنية

٢. الحد الأدنى لقبول المناقصين 80 نقطة من تقييم العرض الفني المرئي

٣. تحقيق أقل ناتج لعملية قسمة القيمة المالية على إجمالي نقاط التقييم الفني المرئي

مادة (12) الاجتماع التمهيدي

سيُعقد اجتماع تمهيدي للرد على الاستفسارات المقدمة بشأن المناقصة وفقاً للموعد والمكان المحددين بالإعلان عنها، ويجوز لكل من قام بشراء وثائق المناقصة حضور الاجتماع سواءً بشخصه أو من يمثله على أن يكون

معه تفويض بذلك، ويعتبر كل ما يدون بمحضر هذا الاجتماع جزءاً لا يتجزأ من وثائق المناقصة ويسري في مواجهة المناقصين. وسيتم تعميم الأسئلة والاستفسارات والردود عليها بعد اعتمادها على جميع المناقصين قبل موعد إقفال العطاءات بوقت كاف.

مادة (13) تغيير الشكل القانوني للمناقص الفائز

إذا كان المناقص الفائز شركة أو تحالف من مجموعة شركات وحدث أي تحول في شكلها القانوني فتظل الشركة بعد هذا التحول محتفظة بما لها من حقوق وما عليها من التزامات سابقة عليه. وفي حالة الاندماج بطريق الضم أو المزج تحل الشركة الدامجة أو الشركة الجديدة محل الشركات المندمجة في جميع حقوقها والتزاماتها، وفي حالة الاندماج عن طريق الانقسام والضم تتحمل الشركات الدامجة على وجه التضامن بالتزامات الشركة المنقسمة والسابقة على الاندماج. وتكون الشركات الناشئة عن التقسيم خلفاً للشركة محل التقسيم وتحل محلها حلولا قانونيا وذلك في حدود ما آل إليها من الشركة محل التقسيم وفقاً لما تضمنه قرار التقسيم. وفي جميع الأحوال المشار إليها في الفقرات السابقة فإنه يتعين على المناقص الفائز أن يخطر الهيئة كتابةً وبلعم الوصول فوز حدوث التحول أو الاندماج أو التقسيم مع تقديم المستندات الموثقة الدالة على ذلك. ولن يتم صرف أية مستحقات ناجمة عن العقد باسم الشركة التي تم تحويل شكلها القانوني أو الناشئة عن الاندماج أو التقسيم ما لم يتم إخطار الجهة العامة بذلك. وإذا كان المناقص الفائز فرداً وحدث تغيير في شكله القانوني فيظل محتفظاً بما له من حقوق وما عليه من التزامات سابقة على هذا التغيير.

مادة (14) المسؤولية عن الأضرار

يكون المناقص الفائز مسئولاً مسئولية كاملة عن الأضرار أو الإصابات التي قد تلحق ممتلكاته أو عماله من جراء تنفيذ العقد، وليس له الرجوع على الهيئة بأية تعويضات أو مصاريف نتيجة لذلك، كما يكون مسئولاً مسئولية

كاملة عما قد يصيب ممتلكات الهيئة من أضرار أثناء تنفيذ العقد نتيجة خطئه هو أو أي من عماله أو تابعيه.

مادة (15) ثبات أسعار العقد

الأسعار المتفق عليها بموجب العقد ثابتة طوال مدته ولا يجوز للمناقص الفائز طلب تعديلها لأي سبب، سواء كان تغييرات في أسعار العملات، أو الرسوم، أو الضرائب، أو بسبب فرض ضرائب، أو رسوم جديدة، أو بسبب صدور تشريعات جديدة من أي نوع كانت، ولا يحق للمناقص الفائز تحت أي ظرف أو لأي سبب مهما كان أن يطلب إعادة النظر في الأسعار المتفق عليها، وذلك مع عدم الإخلال بتطبيق نظرية الظروف الطارئة طبقاً لأحكام القانون المدني الكويتي.

مادة (16) أنظمة السلامة

يلتزم المناقص الفائز بالتقيد بتطبيق ما جاء بشروط الوقاية والسلامة أثناء تنفيذ العقد طبقاً للقرارات المنظمة في هذا الشأن، وقرارات لجنة السلامة المختصة بالهيئة إن وجدت.

مادة (17) الملكية الفكرية

يكون المناقص الفائز مسئولاً مسئولية كاملة عن أي انتهاك أو مساس بحقوق الملكية الفكرية بشأن الأعمال المتعاقد عليها، ويلتزم وحده بتعويض الضرر الذي قد يصيب الغير بسبب ذلك دون أدنى مسئولية على الهيئة.

كما يكون مسئولاً عن تعويض الهيئة عن أية خسائر أو أضرار قد تنتج عن أية مطالبات قضائية أو دعاوى أو أحكام قضائية في هذا الشأن.

مادة (18) القوانين واللوائح واجبة التطبيق

تعتبر أحكام القرار رقم (133) لسنة 2016 بإصدار لائحة المناقصات والمزايدات بالهيئة العامة للاتصالات وتقنية المعلومات وأحكام القانون رقم (49) لسنة 2016 بشأن المناقصات العامة وتعديلاته ولائحته التنفيذية

الصادرة بالمرسوم رقم 30 لسنة 2017 فيما لم يرد به نص خاص بالقرار رقم (133) لسنة 2016 المشار اليها جزءاً لا يتجزأ من أحكام هذه الشروط.

مادة (19) الاختصاص القضائي

أي نزاع ينشأ بين الهيئة والمناقص الفائز فيما يتعلق بتنفيذ أو تفسير العقد خضع لأحكام القوانين الكويتية وتختص بالفصل فيه المحاكم الكويتية.

الجزء الثاني الشروط الخاصة

الجزء الثاني شروط التعاقد

مادة (20) التأمين النهائي

يلتزم المناقص الفائز خلال شهر من تاريخ إخطاره بالترسية بتقديم تأمين نهائي في صورة شيك مصدق أو خطاب ضمان غير مشروط وخال من أية تحفظات وصالح للأداء بأكمله وغير قابل للرجوع فيه صادر من أحد البنوك المعتمدة لدى دولة الكويت بإسمه ولصالح الهيئة العامة للاتصالات وتقنية المعلومات بنسبة (10%) من القيمة الاجمالية للعقد بصفة تأمين وضمن لتنفيذ وكافة التزاماته المقررة بهذا العقد على ان يكون ساري المفعول من وقت إصداره إلى ما بعد انتهاء تنفيذ العقد بمدة بثلاثة أشهر بما في ذلك مدة الضمان والصيانة ويتم تمديد فترة صلاحية خطاب الضمان قبل انتهاء مدة سريانه وذلك في حالة توافر الأسباب المبررة قانونا للتمديد ، ويحق للهيئة أن تخصص من قيمته الغرامات والتعويضات والمصاريف التي تستحق على المناقص الفائز بموجب العقد دون الحاجة إلى تنبيه أو انذار أو الاتجاء إلى القضاء أو اثبات حدوث ضرر الذي يعتبر محققا في كل الأحوال ودون أن يكون للمناقص الفائز أو البنك حق الاعتراض على هذا الخصم ، وفي حالة خصم جزئي أو الخصم الكلي أو نقصان مبلغ التأمين يجب على المناقص الفائز تكملة قيمة التأمين المقررة أو تقديم تأمين جديد بنفس مبلغ وشروط التأمين السابق وذلك خلال عشرة أيام عمل من تاريخ إخطاره بذلك بموجب كتاب موصى عليه بعلم الوصول فإذا لم يقم بذلك فمن حق الهيئة تكملة هذا التأمين خصما من مستحقات المناقص الفائز لديها ، فإذا لم تكن له مبالغ مستحقة الصرف أو لم تغط مستحقاته قيمة التأمين المقررة أو عجز عن تكملة التأمين خلال المهلة المشار إليها حق للهيئة فسخ العقد أو سحب العمل والتنفيذ على الحساب ، وذلك بعد إخطاره بموجب كتاب موصى عليه بعلم الوصول دون حاجة لاتخاذ أية إجراءات قضائية مع حفظ حق الهيئة في الرجوع على المناقص الفائز بالتعويض عن الأضرار المترتبة على ذلك.

مادة (21) مدة العقد

يلتزم المناقص الفائز بتنفيذ المشروع لمدة سنتين من تاريخ مباشرة الأعمال خلال 15 يوم عمل من تاريخ توقيع العقد مقسمة كالتالي:

المرحلة	وصف المرحلة	نهاية المرحلة
1	تجهيز المشروع / تهيئة بيئة الاختبار	شهر من تاريخ مباشرة الأعمال
2	تحليل المتطلبات والتصميم	شهرين بعد انتهاء المرحلة الأولى
3	العرض الأولي النظام	شهر بعد انتهاء المرحلة الثانية
4	التطوير والتخصيصات ونقل البيانات لبيئة الاختبار	شهرين بعد انتهاء المرحلة الثالثة
5	اختبارات قبول المستخدمين	3 شهور بعد انتهاء المرحلة الرابعة
6	التدريب	شهر بعد انتهاء المرحلة الخامسة
7	تهيئة البيئات الثلاث (ما قبل التشغيل والتشغيل والتعافي من الكوارث)	شهر بعد انتهاء المرحلة الخامسة
8	نقل البيانات واستراتيجية الانتقال الى النظام الجديد	شهر بعد انتهاء المرحلة السابعة

المرحلة	وصف المرحلة	نهاية المرحلة
9	التشغيل الفعلي (Go-Live)	شهر بعد انتهاء المرحلة الثامنة
10	فترة الدعم الفني والصيانة للنظام	12 شهر بعد انتهاء المرحلة التاسعة

- أن يقوم الطرف الثاني بتجهيز المشروع خلال سنة من تاريخ مباشرة الأعمال
- توفير فترة الضمان (على النظام) لمدة سنة كاملة من تاريخ التشغيل الفعلي للنظام من قبل فريق الطرف الأول.

مادة (22) قيمة العقد وطريقة السداد

تقوم الهيئة العامة للإتصالات وتقنية المعلومات بسداد القيمة الإجمالية إلى المناقص الفائز بمبلغ وقدره / د.ك (فقط دينار كويتي لا غير) وفقاً لما يلي:

الدفعة	وصف المرحلة	نسبة الصرف	استحقاق الدفعة
1	تجهيز المشروع وتسليم تراخيص بيئة الاختبار	10%	بعد الانتهاء من المرحلة الأولى
2	تحليل المتطلبات والتصميم والعرض الأولي	20%	بعد الانتهاء من المرحلة الثانية والثالثة
3	التطوير والتخصيصات ونقل البيانات واختبار قبول المستخدمين	20%	بعد الانتهاء من المرحلة الرابعة والخامسة

الدفعة	وصف المرحلة	نسبة الصرف	استحقاق الدفعة
4	التدريب	10%	بعد الانتهاء من المرحلة السادسة
5	تهيئة البيئات الثلاث – نقل البيانات واستراتيجية الانتقال للنظام الجديد – والتشغيل الفعلي	20%	بعد الانتهاء من المرحلة السابعة والثامنة و التاسعة
6	الدعم الفني والصيانة للنظام	20%	دفعات ربع سنوية بعد الانتهاء من التشغيل الفعلي (لمدة سنة)

مادة (23) التزامات المناقص الفائز

- 1- يلتزم المناقص الفائز بتنفيذ أحكام القوانين واللوائح ذات الصلة بتنفيذ موضوع التعاقد كما يكون مسئولاً عن حفظ النظام بموقع العمل وتنفيذ أوامر الهيئة بإبعاد كل من يهمل أو يرفض تنفيذ التعليمات أو يحاول الغش أو يخالف أحكام هذه الشروط .
- 2- يكون المناقص الفائز ملتزماً بكافة الغرامات والتعويضات التي تترتب على مخالفته للقوانين واللوائح المشار إليها.
- 3- يكون مسئولاً عن عدم تنفيذ الالتزامات التي تقع على عاتقه ، ويكون للهيئة دون حاجة لاتخاذ أي إجراء قضائي خصم هذه المبالغ من مستحقاته لديها أو من مبلغ التأمين المدفوع منه.
- 4- يلتزم المناقص الفائز بمعاملة كافة محتويات العطاء الفائز على أنها بيانات خاصة ومن ممتلكات دولة الكويت ويحظر تداولها (Confidential) إلا بأذن كتابي من الهيئة العامة للاتصالات وتقنية المعلومات بعد توقيع العقد.

- 5- أن يؤكد المناقص الفائز قبوله، من حيث المبدأ، لبنود وشروط المناقصة العامة والخاصة وملحقاتها، والالتزام بعدم التقدم بأكثر من عطاء.
- 6- أن يكون المناقص الفائز مسجلاً لدى الجهاز المركزي لتكنولوجيا المعلومات سارية المفعول ويقدم مع العطاء ما يثبت ذلك كمستند أساسي ضمن مستندات المناقصة.
- 7- يجب أن يكون المناقص الفائز قد نفذ بنجاح تطبيق نظام تخطيط موارد المؤسسات المالية وسلسلة التوريدات والموارد البشرية إما في مؤسسة حكومية كبيرة أو مؤسسة مالية كبيرة من القطاع الخاص (ألا يقل عدد الموظفين عن 1000)، وأن يكون قد نفذ نسخة ثنائية اللغة (العربية والإنجليزية) من هذا النظام على عميلين على الأقل.
- 8- يجب أن يكون المناقص الفائز تقديم ميزانيات للثلاث سنوات الأخيرة التي تدل على ربح الشركة.
- 9- يجب أن يكون المناقص الفائز إما محلياً أو لديه تمثيل محلي في الكويت.
- 10- لا يُسمح للمناقص الفائز بالتعاقد من الباطن على خدمات التنفيذ من شركات خارج الكويت.
- 11- يجب على المناقص الفائز تقديم الردود الالزامية لجميع المتطلبات الوظيفية والفنية بالصيغة المطلوبة وباستخدام قائمة القيم المحددة مسبقاً وأي انحراف عنها سيؤدي إلى استبعاد المناقص.
- 12- يجب على المناقص الفائز أن يقترح منتجات ERP كاملة التطوير والتي تقدم حلاً شاملاً. سيتم استبعاد أي منتجات لا تقدم حلاً كاملاً أو تتطلب منتجات من جهات خارجية لتوفير حل متكامل وشامل.
- 13- الحد الأدنى لمستوى الشراكة مع الشركة العالمية الأم المنتجة للنظام هو الشريك الذهبي أو ما يعادله.
- 14- أن يكون المناقص الفائز مرخصاً له أو جازراً له القيام بالأعمال المطلوبة وفقاً للقوانين واللوائح والتعليمات ذات الصلة.
- 15- أن يكون المناقص الفائز على درجة عالية من الكفاءة والنزاهة والخبرة في تقديم الخدمات المطلوب تنفيذها بموجب هذه المناقصة، ولديه القدرة على توفير الخدمات لدى إنجاز الأعمال موضوع هذه المناقصة.
- 16- أن يكون لدى المناقص الفائز كادر فني مؤهل لتقديم الخدمات المطلوبة موضوع هذه المناقصة.

مادة (24) نطاق الاعمال

تسعى الهيئة العامة للاتصالات وتقنية المعلومات إلى تدشين نظام متكامل لإدارة الموارد المؤسسية (ERP)، بهدف تحسين إدارة عملياتها ومواردها. يشمل هذا النظام إدارة الأصول الملموسة، الموارد المالية، المواد، والموارد البشرية، مع التركيز على اعتماد أفضل الممارسات و المعيارية العالمية في مجال الحوسبة السحابية حاصلًا على شهادات تؤكد تحقيق أعلى معايير جودة الأداء والأمن. يجب ان يكون الحل السحابي مصنفاً في ربايعيات جارتنر Gartner Magic Quadrant كحل من الطول الرائدة (LEADER) في مجال عمل مناقصة المشروع. يهدف هذا التوجه إلى ضمان توافق النظام مع الاحتياجات المحددة للهيئة، مؤكداً على أهمية التكامل والفعالية في إدارة جميع الموارد.

1. المتطلبات الوظيفية

a. المالية

1. حساب الأستاذ العام

2. المدفوعات

3. الذمم المالية

4. إدارة الأصول

5. التدفقات النقدية

6. الخزنة

b. الميزانية

1. اعداد الميزانية

2. إدارة ومتابعة الميزانية

3. تخطيط الميزانية

4. الميزانية المؤقتة

5. أنواع الميزانية:

a. الميزانية المالية

b. ميزانية القوى العاملة

c. ميزانية التدريب

c. الموارد البشرية والرواتب

1. معلومات الموظف
2. اجراءات تأديبية
3. هيكلية الرواتب
4. التوظيف
5. الحضور و الانصراف
6. إدارة الأداء
7. التدريب و التطوير
8. خصومات الرواتب
9. احتساب المرتبات
10. العمل الاضافي
11. ادارة الاجازات والبدل النقدي
12. التعويضات والحوافز
13. الخدمة الذاتية
14. التأمينات الاجتماعية
15. التظلمات والشكاوي
16. الامتثال لقوانين العمل الكويتية

d. المشتريات

1. اوامر الشراء
2. طلبات الشراء
3. طلب الاسعار
4. عقود الخدمات
5. العقد الشامل
6. الاستلام
7. خطابات الضمان البنكية

8. الغرامات والجزاءات

9. المناقصات و الممارسات

e. العقود

1. قوالب العقود

2. شروط العقود

3. معلومات العقود المالية

4. التزامات العقود

5. تجديد العقود

6. تغييرات العقود

7. حسابات العقود

f. المخازن

1. كشوفات المواد

2. المخزن الرئيسي

3. استلام و صرف

4. الجرد

g. المشاريع

1. تعريف المشاريع

2. ميزانيات المشاريع

3. مشتريات ومصروفات المشاريع

4. متابعة ومراقبة المشاريع وحساباتها

h. مؤشرات قياس الأداء

1. مراقبة الأداء الاستراتيجي

2. تدابير السيولة والتدفقات النقدية

3. مراقبة كفاءة التشغيل

4. رصد مقاييس الأداء

i. التقارير والاحصائيات ولوحات المؤشرات

1. المالية
2. الميزانية
3. الموارد البشرية والرواتب
4. المشتريات
5. العقود
6. المخازن
7. المشاريع
- ج. البوابة الداخلية والخارجية
يلتزم مقدم العطاء الفائز بتنفيذ أعمال المشروع على النحو الآتي:
 - 1- توريد رخص وتصميم وتطوير وتركيب وتدريب وتشغيل نظام آلي متكامل يغطي احتياجات الهيئة فيما يخص أعمال الإدارات التالية:
 - a. إدارة الشؤون المالية
 - b. إدارة الموارد البشرية
 - c. إدارة الخدمات العامة (والمخازن)
 - 2- تحليل متطلبات النظام وجمعها في وثيقة مواصفات النظام وذلك حسب المتطلبات التفصيلية التالي:

Module Name	اسم الوحدة
Planning, Budgeting & Forecasting	الميزانية
Financials Planning & Budgeting Controls	اعداد ومتابعة الميزانية المالية
Manpower Planning	اعداد ومتابعة ميزانية القوى العاملة
Training Planning	اعداد ومتابعة ميزانية التدريب

Financials:	المالية
General Ledger	الأستاذ العام
Accounts Payable	المدفوعات
Accounts Receivable	المقبوضات
Assets Management	إدارة الأصول
Cash Management	إدارة النقدية
Treasury	إدارة الخزنة
Projects Accounting	حسابات المشاريع
Supply Chain Management:	إدارة الأمدادات والمخزون
Purchasing	المشتريات
Contract Management	إدارة العقود
Inventory	المخازن
HR & Payroll	الموارد البشرية والرواتب
Recruitment	التوظيف
Employee / Contractor Management	بيانات الموظفين
Compensation and Benefits Management	إدارة التعويضات والمزايا
Payroll Management	إدارة الرواتب
Time Management	الحضور والانصراف
Employee and Manager Portals	الخدمة الذاتية
Performance Management	إدارة الأداء
Training and Development	التدريب والتطوير
Standard HR and Payroll Reports	التقارير والاحصائيات
Business Intelligence / Dashboards	ذكاء الاعمال ولوحات المؤشرات
Key Performance Indicators	مؤشرات قياس الاداء

3- تقديم عرض مرئي من قبل الشركة المنتجة للنظام وليس من قبل الوكيل المحلي ويمتد هذا العرض على مدى ثلاثة أيام منفصلة على حد أقصى يوضح جميع الوظائف المطلوبة والية تنفيذها في النظام.

4- تنصيب وتشغيل النظام على بيئة الاختبار للتأكد من فعالية وجهوية النظام حسب المواصفات المتفق عليها وبعد ذلك نقله الى بيئة التشغيل الحية.

5- التسليم النهائي للمشروع ويشمل إطلاق النظام وتدريب المستخدمين واعتماد التسليم النهائي للنظام من قبل الهيئة.

- 6- تهجير جميع البيانات التاريخية الحالية في الأنظمة القائمة الى نظام إدارة الموارد المؤسسية وتهجير أي لوائح/Bylaws قيود/قوانين مخصصة (Customization) منفذة على النظام السابق الى النظام الجديد
- a. توافق النظام مع الأجهزة المحمولة واللوحية (Responsive Mobile and Tablet compatibility)
- b. توفير الدعم الفني لمدة سنة من تاريخ التشغيل الفعلي وذلك عن طريق تواجد الفني المؤهل في مقر العمل.
- 7- تقديم خدمات الصيانة والدعم الفني للنظام و توفير اتفاقية مستوى الخدمة (SLA) وتحديد فترات الاستجابة ومستويات التصعيد كما هي موضحة ادناه:
- a. المستوى (1) – الحالات الحرجة (Critical): هي الحالات التي لا يستطيع الطرف الأول استخدام البرنامج بشكل يمنعه من القيام بأعماله (الحرجة) المهمة وتتطلب حلاً فورياً من الطرف الثاني والذي يلتزم بتوفير الدعم الفني اللازم في مدة أقل من ساعتين من استلامه طلب الدعم من الطرف الأول وذلك خلال ساعات العمل الرسمية، وفي غير ساعات العمل الرسمية تكون بمدة أقصاها (4) ساعات.
- b. المستوى (2) – الحالات الطارئة (High): هي الحالات التي يستطيع فيها الطرف الأول استخدام البرنامج ولكن أعماله مقيدة إلى درجة كبيرة. في هذه الحالة يلتزم الطرف الثاني بتوفير الدعم الفني اللازم في مدة أقل من (4) ساعات من استلامه طلب الدعم من الطرف الأول وذلك خلال ساعات العمل الرسمية، وفي غير ساعات العمل الرسمية تكون بمدة أقصاها (8) ساعات.
- c. المستوى (3) – الحالات الجادة (Medium): هي الحالات التي يستطيع الطرف الأول استخدام البرنامج ولكن مع بعض القيود على أعماله. في هذه الحالة يلتزم الطرف الثاني بتوفير الدعم الفني اللازم في مدة أقل من (8) ساعات من استلامه طلب الدعم من الطرف الأول وذلك خلال ساعات العمل الرسمية، وفي غير ساعات العمل الرسمية تكون بمدة أقصاها (24) ساعة.

d. المستوى (4) – طلب المتابعة (Low): هي الحالات التي يستطيع فيها الطرف الأول استخدام البرنامج مع قيود محدودة دون التأثير على أعماله. في هذه الحالة يلتزم الطرف الثاني بتوفير الدعم الفني اللازم في مدة أقل من (16) ساعة من استلامه طلب الدعم من الطرف الأول وذلك خلال ساعات العمل الرسمية، وفي غير ساعات العمل الرسمية تكون بمدة أقصاها (48) ساعة.

8- طريقة الإبلاغ عن الأعطال:

يجب على الطرف الأول عند حدوث عطل في البرنامج موضوع العقد، وذلك باتباع الخطوات التالية

a. إرسال رسالة عن طريق نظام الدعم الفني لمقدم العطاء على البريد الإلكتروني يبين فيه نوع العطل ودرجة الأهمية واسم المبلغ ومعلومات الاتصال به. وفي حال تعذر إمكانية إرسال رسالة عن طريق نظام الدعم الفني لمقدم العطاء، يجب على الطرف الأول:

b. إبلاغ الطرف الثاني هاتفياً وإخطارهم بنوع العطل ودرجة الأهمية واسم المبلغ ومعلومات الاتصال به.

c. في الحالات الحرجة، يجب على المبلغ بالإضافة إلى إرسال رسالة عن طريق نظام الدعم الفني للطرف الثاني، الاتصال على أرقام الخط الساخن التي سوف يتم تحديدها من قبل الطرف الثاني للإبلاغ عن العطل.

9- توفير عدد 550 مستخدم للنظام الإداري (End users/self service)

10- توفير عدد 30 مستخدم للنظام الإداري (Admin)

11- توفير عدد 60 مستخدم للنظام المالي (Admin/processors)

مادة (25) الغرامات

إذا تأخر المناقص الفائز في تنفيذ الأعمال المطلوبة أو جزء منها أو تراخى في تنفيذ أي من التزاماته العقدية في المواعيد المتفق عليها كان للهيئة

بجانب الحق في رفض ماورد في غير المواعيد المحددة الحق في توقيع أي من الغرامات التالية :

1- غرامة قدرها (1%) واحد بالمائة من قيمة (المعدات-والاجهزه) التي لم تورد او التي تم رفضها وذلك عن كل أسبوع او جزء من الأسبوع من القيمة الاجمالية للعقد .

2- غرامة قدرها (1%) واحد في المائة من قيمة الالتزامات التي تراخى في تنفيذها عن كل أسبوع او جزء من الأسبوع ولحين اصلاح الخلل وذلك من القيمة الاجمالية للعقد .

3- يجوز للهيئة حسب تقديرها المطلق وفي اي وقت الخيار بين :

أ) ان تنفذ مالم يتم تنفيذه على حساب المناقص الفائز بالطريقة التي تراها مناسبة مع مصادرة التأمين النهائي والرجوع عليه بما يترتب على ذلك من زيادة الاسعار فضلا عن غرامة التأخير ومقابل مصاريف ادارية وذلك دون الحاجة الى تنبيه او انذار .

ب) ان تقرر فسخ العقد وتوقيع الجزاءات والمطالبة بالتعويض المنصوص عليه ومصادرة التأمين النهائي وتستحق هذه الغرامة بمجرد حصول التأخير او الاخلال وبدون الحاجة الى تنبيه او انذار او اتخاذ اي اجراءات قضائية او اثبات الضرر الذي يعتبر متحققا في جميع الاحوال بمجرد التأخير او الاخلال وللهيئة العامة للاتصالات وتقنية المعلومات ان تخصص غرامة التأخير او الاخلال من التأمين النهائي او من اي مبالغ اخرى تكون مستحقة للمناقص الفائز لدى الهيئة العامة للاتصالات وتقنية المعلومات بناء على هذا العقد او اي عقد اخر دون ان يكون للمناقص الفائز الحق في المعارضة مع عدم الاخلال بحق الهيئة العامة للاتصالات وتقنية المعلومات بالتعويض ان كان له مقتضى .

مادة (26) التعاقد من الباطن والتنازل وحوالة الحق

1) لا يجوز للمناقص الفائز التعاقد من الباطن لتنفيذ جزء من الأعمال محل العقد إلا بموافقة كتابية مسبقة من الهيئة العامة للاتصالات وتقنية المعلومات ، وبشرط أن يكون المتعاقد من الباطن مؤهلا لذلك، وفي هذه الحالة يظل المناقص الفائز مسئولا مع المتعاقد من الباطن عن تنفيذ جميع أحكام العقد.

2) لا يجوز للمناقص الفائز أن يتنازل عن العقد إلا بموافقة كتابية مسبقة من الهيئة العامة للاتصالات وتقنية المعلومات ، ولا يحتج عليها بهذا التنازل ما لم توجد هذه الموافقة.

3) لا يجوز للمناقص الفائز أن يحيل أي من حقوقه المترتبة على العقد الى الغير إلا بموافقة كتابية مسبقة من الهيئة العامة للاتصالات وتقنية المعلومات ، ولا يحتج عليها بتلك الحوالة ما لم توجد هذه الموافقة.

مادة (27) : فسخ العقد او سحب العمل والتنفيذ على

الحساب

علاوة على أي حق آخر مقرر للهيئة في العقد أو في القانون ، فإن للهيئة الحق في فسخ العقد أو سحب العمل والتنفيذ على حساب المناقص الفائز لأي سبب من الأسباب التالية:

- 1- إذا أخل المناقص الفائز بأي من الالتزامات او الشروط الواردة في العقد .
 - 2- اذا عجز المورد في تنفيذ الاعمال المتعاقد عليها أو أظهر بطئا في التنفيذ بشكل يتحقق معه للهيئة أنه لن يستطيع تنفيذ التزاماته في المواعيد المحددة.
 - 3- إذا أظهر المناقص الفائز عدم الجدية أو أهمل بشكل واضح وبإصرار في تنفيذ التزاماته بموجب العقد.
 - 4- إذا قام المناقص الفائز بالتنازل عن العقد أو بالتعاقد من الباطن دون الحصول على موافقه كتابيه مسبقة من الهيئة .
 - 5- إذا أعطى المناقص الفائز أو من ينوب عنه أو احد مستخدمييه رشوه صريحة أو في صورة مكافأة أو سلفة أو هديه لأحد موظفي الهيئة أو أية جهة لها علاقة بالأعمال المتعاقد عليها أو ارتكب هو أو من ينوب عنه شيئا من قبيل الغش أو التواطؤ.
 - 6- إذا أفلس المناقص الفائز.
- ويكون فسخ العقد أو سحب العمل والتنفيذ على الحساب في هذه الحالات بإخطار المناقص الفائز كتابة وبعلم الوصول دون حاجة الى تنبيه أو إنذار أو اتخاذ أية إجراءات قضائية .

ويترتب على فسخ العقد أو سحب العمل والتنفيذ على الحساب مصادرة التأمين النهائي والذي يصبح حقاً خالصاً للهيئة دون أي اعتراض من المناقص الفائز ، ودون الإخلال بحق الهيئة في خصم ما يستحق له من غرامات أو مصاريف إدارية أو أية خسارة تلحق بها بسبب الفسخ أو سحب العمل والتنفيذ على الحساب، وذلك من أية مبالغ مستحقة أو تستحق للمناقص الفائز لدى الهيئة ، وفي حالة عدم كفايتها يحق لها خصمها من مستحقات المناقص الفائز لدى أي جهة عامة أخرى أياً كان سبب الاستحقاق ، وذلك كله دون حاجة إلى إنذار أو تنبيه أو اتخاذ أية إجراءات قضائية ، مع عدم الإخلال بحق الهيئة في الرجوع على المناقص الفائز قضائياً بما لم يتمكن من استيفائه من حقوق بالطريق الإداري .

مادة (28) الانهاء للمصلحة العامة

يحق للهيئة العامة للاتصالات وتقنية المعلومات انهاء العقد في أي وقت تشاء وفقاً لما تقتضيه المصلحة العامة ، مع مراعاة اخطار المناقص الفائز بالإنهاء كتابة و بعلم الوصول ، دون ان يكون له الحق في الاعتراض، وفي هذه الحالة فان مسؤولية الهيئة تقتصر على سداد المبالغ المستحقة للمناقص الفائز عن الاعمال التي تم تنفيذها بموجب احكام العقد حتى تاريخ إخطاره بالانهاء

مادة (29) السرية

يجب على المناقص الفائز ان يضع في اعتباره انه يقوم بتنفيذ العقد لصالح الهيئة العامة للاتصالات وتقنية المعلومات لذا فإن عليه ان يتحلى بالسرية التامة في جميع الاعمال المطلوبة منه أيا كانت طبيعتها ونوعها وفي كل ما يراه او يسمعه بمناسبة تنفيذ التزاماته التعاقدية، كما يلتزم بالحفاظ على سرية المستندات والبيانات والمعلومات التي يحصل عليها بموجب العقد وعدم استخدامها في غير الأغراض المخصصة لها وأن يكون تداول المعلومات والبيانات في حدود موظفية ممن تتطلب حاجة العمل

اطلاعهم في تلك البيانات أو المعلومات، وفي حالة اخلال المناقص الفائز او احد تابعية بواجب الحفاظ على السرية في أي وقت سواء أثناء تنفيذ العقد أو بعد انتهائه فإن للهيئة الحق في إثارة مسؤولية القانونية سواء المدنية منها أو الجزائية لمحاسبتة على هذا الاخلال ومطالبته بالتعويض عما قد يكون أصابها من اضرار جراء اخلاله بهذا الالتزام.

مادة (30): الخضم من مستحقات المناقص الفائز

كل المبالغ التي تستحق على المناقص الفائز للهيئة العامة للإتصالات وتقنية المعلومات - تطبيقاً لأحكام هذا العقد - سواء بصفة غرامات أو تعويضات أو مصاريف أو غيرها يكون لها الحق في خصمها من التأمين النهائي ومن أية مبالغ أخرى مستحقة للمناقص الفائز لدى الهيئة العامة للإتصالات وتقنية المعلومات بناء على هذا العقد أو أي عقد آخر لديها او لدى أي جهة حكومية أخرى بالدولة، كل ذلك دون أن يكون للمناقص الفائز الحق في المعارضة، وبغير حاجة إلى إنذار أو تنبيه أو اتخاذ أية إجراءات قضائية دون الحاجة إلى اثبات حدوث الضرر الذي يعتبر في جميع الأحوال متحققاً .

مادة (31): ايقاف العمل

لا يحق المناقص الفائز المطالبة باية تكاليف اضافيه او تعويضات او مصاريف او رواتب او مصاريف صيانه او استهلاك المعدات او مصاريف عامه .. الخ من اي نوع كانت في حال توقف او تأجيل الاعمال لاي سبب كان.

مادة (32) النقل الجوي

يلتزم المناقص الفائز في حالة نقل العمالة والبضائع محل العقد جواً باستخدام طائرات شركة الخطوط الجوية الكويتية أو طائرات شركات الطيران الأخرى التي لها حق نقل البضائع والركاب طبقاً للاتفاقات الثنائية التي أبرمتها دولة الكويت وفقاً للضوابط المنصوص عليها في قرار مجلس الوزراء رقم 21 لسنة 1985 معدلاً بقراره المتخذ في الجلسة رقم

1987/18 المنعقدة بتاريخ 1987/4/13 وقرار مجلس الوزراء رقم (1058) المتخذ في اجتماعه رقم (2019/31) المنعقد بتاريخ 2019/7/29.

مادة (33) دعم و تشجيع العمالة الوطنية

يلتزم المناقص الفائز بأحكام القانون رقم 19 لسنة 2000 في شأن دعم العمالة الوطنية وتشجيعها للعمل في الجهات غير الحكومية وتعديلاته وقرار مجلس الوزراء رقم 1104/خامساً لسنة 2008 المعدل بالقرار رقم 1028 لسنة 2014 وما يطرأ عليها من تعديلات ويتعين ان يقدم شهادة حديثة باستيفاء نسبة العمالة الوطنية صادرة من الجهة المختصة قانوناً والا سوف يتم استبعاد عطاؤة وفقاً لنص للمادة (6) من القانون رقم 19 لسنة 2000 المشار إليه وقرارات مجلس الوزراء الصادرة بهذا الشأن.

مادة (34) ضريبة الدخل

يلتزم المناقص الفائز بكافة أحكام المرسوم رقم (3) لسنة 1955 في شأن ضريبة الدخل الكويتية المعدل بالقانون رقم (2) لسنة 2008 ولائحة التنفيذية الصادرة بالقرار الوزاري رقم (29) لسنة 2008 ، وتعديلاته ويتم حجز نسبة (5%) من قيمة العقد أو من قيمة كل دفعة مسددة ولا تصرف له إلا بعد تقديم ما يثبت براءة ذمته من المستحقات الضريبية.

مادة (35) تدريب الكوادر الفنية

يلتزم المناقص الفائز بتدريب عدد (20) من تحددهم بالهيئة من الفنيين الكويتيين التابعين لها على تنفيذ الأعمال محل العقد خلال مدة تنفيذ العقد، وذلك إعمالاً لقرار مجلس الوزراء الصادر بجلسته رقم 1985/2 المنعقدة بتاريخ 1985/1/13 في شأن تدريب الكوادر الفنية الكويتية.

مادة (36) الكشف العمولات

يقر المناقص الفائز بأنه لم يدفع أو يقدم عمولة نقدية أو عينية أو منفعة من أي نوع كانت لوسيط ظاهر أو مستتر في العقد، كما يتعهد في حالة تقديم أو دفع ذلك مستقبلاً أن يقدم خلال الثلاثين يوماً التالية لتقديم أو الدفع إلى الهيئة إقراراً كتابياً تفصيلياً عن مقدار العمولة ونوعها ومكان الوفاء بها إرادته وذلك تمهيداً لإخطار ديوان المحاسبة بذلك تنفيذاً لأحكام القانون رقم (25) لسنة 1996 في شأن الكشف عن العمولات التي تقدم في العقود التي تبرمها الدولة والتقييد بما ورد فيه من أحكام في مجال سريانه على ضوء ما جاء في تعميم ديوان المحاسبة رقم (1) لسنة 1996 في هذا الشأن.

مادة (37) أحكام لائحة المناقصات والمزايدات للهيئة العامة للاتصالات وتقنية المعلومات

تعتبر أحكام لائحة المناقصات والمزايدات الخاصة للهيئة العامة للاتصالات وتقنية المعلومات الصادرة بالقرار رقم (133) لسنة 2016 وأحكام القانون رقم (49) لسنة 2016 بشأن المناقصات العامة وتعديلاته ولائحته التنفيذية الصادرة بالمرسوم رقم (30) لسنة 2017 فيما لم يرد بشأنه نص في لائحة المناقصات ومزايدات الهيئة سالفه الذكر جزءاً لا يتجزأ من أحكام هذه الشروط.

الجزء الثالث

نموذج العقد المقترح

عقد رقم () بشأن النظام الإداري والمالي للهيئة العامة للاتصالات وتقنية المعلومات

إنه في يوم الموافق / / تم الاتفاق بين كل من :-
الطرف لأول : الهيئة العامة للاتصالات وتقنية المعلومات
ويمثلها السيد / عبدالله خالد العجمي
بصفته: رئيس مجلس إدارة الهيئة العامة للاتصالات وتقنية المعلومات
العنوان : شرق , برج الحمراء, الادوار (57,56,61)
الطرف الثاني :

ويمثلها السيد /
بصفته :المفوض بالتوقيع
العنوان :
ص ب :
السجل التجاري:
تلفون :
تم الاتفاق والتراضي بين الطرفين على الاتي:

أولا : تمهيد

حيث أن الطرف الأول قد أعلن عن المناقصة العامة رقم (3-2024/2025) بشأن النظام الاداري والمالي ، ويقر الطرف الثاني بالاطلاع عليها والموافقة على كافة ما ورد بها، وإنه قدم وفقا لما ورد بها من شروط ومواصفات فنية (طبقا للمواصفات الفنية وجدول الكميات والأسعار) وذلك عن كافة التزامات الطرف الثاني وفقاً لهذا العقد ، وبناء على موافقة لجنة الاحتياجات بالهيئة رقم بتاريخ موافقة لجنة التعاقدات بالهيئة رقم بتاريخ ومراجعة إدارة الفتوى والتشريع بكتابها رقم بتاريخ وموافقة مجلس إدارة الهيئة العامة للاتصالات وتقنية المعلومات رقم بتاريخ وموافقة ديوان المحاسبة رقم بتاريخ وذلك طبقاً لشروط والمواصفات المبينة فيما بعد .

أولاً: الوثائق

يعتبر التمهيد السابق والوثائق التالية جزءاً لا يتجزأ من هذا العقد وهي :

- (1) كراسة الشروط والمواصفات الفنية المشتملة على الآتي :
 الشروط العامة .
 الشروط الخاصة.
 المواصفات الفنية.
 محضر الاجتماع التمهيدي .
 محضر مباشرة الاعمال .
 (2) العرض المقدم من الطرف الثاني بكافة مشتملاته .

(3) لائحة المناقصات والمزايدات الخاصة للهيئة العامة للإتصالات وتقنية المعلومات الصادرة بالقرار رقم (133) لسنة 2016 والقانون رقم (49) لسنة 2016 بشأن المناقصات العامة وتعديلاته ولائحته التنفيذية الصادرة بالمرسوم رقم (30) لسنة 2017 فيما لم يرد بشأنه نص في لائحة مناقصات ومزايدات الهيئة سالفه الذكر.

ثانياً : قيمة العقد وطريقة السداد

يقوم الطرف الأول بسداد القيمة الإجمالية إلى الطرف الثاني بمبلغ وقدره / د.ك (فقط دينار كويتي لا غير) وفقاً لما يلي:

رقم المرحلة	وصف المرحلة	نسبة الصرف	استحقاق الدفعة
1	تجهيز المشروع وتسليم تراخيص بيئة الاختبار	10%	بعد الانتهاء من المرحلة الأولى
2	تحليل المتطلبات والتصميم والعرض الأولي	20%	بعد الانتهاء من المرحلة الثالثة
3	التطوير والتخصيصات ونقل البيانات	20%	بعد الانتهاء من المرحلة الخامسة

رقم المرحلة	وصف المرحلة	نسبة الصرف	استحقاق الدفعة
	واختبار قبول المستخدمين		
4	التدريب	10%	بعد الانتهاء من المرحلة السادسة
5	تهيئة البيئات الثلاث - نقل البيانات واستراتيجية الانتقال للنظام الجديد - والتشغيل الفعلي	20%	بعد الانتهاء من المرحلة التاسعة

ثالثاً : مدة العقد

يلتزم الطرف الثاني بتنفيذ العقد سنتين من تاريخ مباشرة الأعمال مقسمة كالتالي:

- أن يقوم الطرف الثاني بتجهيز المشروع خلال سنة من تاريخ مباشرة الأعمال
- توفير فترة الضمان (على النظام) لمدة سنة كاملة من تاريخ التشغيل الفعلي للنظام من قبل فريق الطرف الأول.

المرحلة	وصف المرحلة	نهاية المرحلة
1	تجهيز المشروع / تهيئة بيئة الاختبار	شهر من تاريخ مباشرة الاعمال
2	تحليل المتطلبات والتصميم	شهرين بعد انتهاء المرحلة الأولى

المرحلة	وصف المرحلة	نهاية المرحلة
3	العرض الأولي للنظام	شهر بعد انتهاء المرحلة الثانية
4	التطوير والتخصيصات ونقل البيانات لبيئة الاختبار	شهرين بعد انتهاء المرحلة الثالثة
5	اختبارات قبول المستخدمين	3 شهور بعد انتهاء المرحلة الرابعة
6	التدريب	شهر بعد انتهاء المرحلة الخامسة
7	تهيئة البيئات الثلاث (ما قبل التشغيل والتشغيل والتعافي من الكوارث)	شهر بعد انتهاء المرحلة الخامسة
8	نقل البيانات واستراتيجية الانتقال الى النظام الجديد	شهر بعد انتهاء المرحلة السابعة
9	التشغيل الفعلي (Go-Live)	شهر بعد انتهاء المرحلة الثامنة
10	فترة الدعم الفني والصيانة للنظام	12 شهر بعد انتهاء المرحلة التاسعة

رابعاً: التأمين النهائي

قدم الطرف الثاني قبل توقيع العقد تأميناً نهائياً مبلغاً وقدره (د.ك) بموجب خطاب ضمان صادر عن بنك .. باسمه ولصالح الطرف الأول بواقع (10%) من القيمة الإجمالية للعقد ، سارى المفعول من وقت إصداره الى مابعد انتهاء تنفيذ العقد بمدة ثلاثة أشهر بما في ذلك مدة الضمان.

خامساً: نطاق الاعمال

يلتزم الطرف الثاني بتنفيذ الاعمال محل العقد طبقاً للشروط المنصوص عليها في الوثائق المشار إليها بالبند أولاً من هذا العقد.

سادساً: الغرامات

إذا ارتكب الطرف الثاني أي من المخالفات المنصوص عليها بمستندات العقد أو تأخر في تنفيذ التزاماته التعاقدية أو جزء منها خلال المدة المتفق عليها ، توقع عليه الغرامات المنصوص عليها تفصيلاً بالشروط الخاصة للمناقصة.

سابعاً: الأوامر التغييرية

للطرف الاول الحق في تعديل الاعمال محل العقد بالزيادة او بالنقصان في حدود نسبة قدرها (25 %) من قيمة العقد وفي حالة الزيادة يلتزم الطرف الثاني بتنفيذها بذات الأسعار والشروط المتفق عليها بالعقد , وفي حالة النقصان لا يكون للطرف الثاني الحق في المعارضة, وتكون الزيادة والنقصان في الاعمال بموجب اخطار رسمي من الطرف الاول يفيد ذلك ويجوز في حالة الضرورة تجاوز النسبة المشار اليها بموافقة الطرف الثاني وفي حالة الزيادة يلتزم الطرف الثاني بزيادة قيمة التأمين النهائي بما يتناسب مع قيمة الامر التغييري .

ثامناً: أحكام عامة

1. أقر الطرفان بأن العنوان الوارد بهذا العقد محلاً مختاراً لهما وأن كافة المكاتبات والإعلانات والمكاتبات والمراسلات التي ترسل عليه تنتج كافة آثارها القانونية وفي حالة تغيير أحد الطرفين لعنوانه يتعين عليه إخطار الطرف الآخر بالعنوان الجديد بخطاب موصى عليه بعلم الوصول، وما لم يتم هذا الإخطار تعتبر جميع الإعلانات والمكاتبات والمراسلات التي ترسل إليه على العنوان الوارد في صدر العقد صحيح ونافذ في حقه وبمثابة إعلان قانوني سليم منتج لكافة آثاره القانونية.
2. تعتبر أحكام لائحة المناقصات والمزايدات للهيئة العامة للاتصالات وتقنية المعلومات الصادرة بقرار رقم (133) لسنة 2016 وأحكام القانون رقم (49) لسنة 2016 بشأن المناقصات العامة وتعديلاته ولائحته التنفيذية الصادرة بالمرسوم رقم (30) لسنة 2017 فيما لم يرد بشأنه نص في لائحة مناقصات ومزايدات الهيئة سالفة الذكر جزءاً لا يتجزأ من أحكام هذا العقد.
3. إبرم هذا العقد في دولة الكويت وتسري عليه أحكام القوانين واللوائح الكويتية ويخضع في تفسيراته والخلافات التي قد تترتب على تنفيذه للقانون الكويتي ولسلطان المحاكم الكويتية المختصة.
4. حرر هذا العقد من نسختين سلمت إحداها للطرف الثاني للعمل بموجبها.
5. فيما لم يرد في شأنه نص خاص في هذا العقد، على الطرف الثاني الالتزام بجميع القوانين واللوائح والقرارات السارية في دولة الكويت ذات الصلة بموضوع العقد.

الطرف الثاني

الطرف الأول

الهيئة العامة للاتصالات
وتقنية المعلومات

السيد /
المفوض بالتوقيع

السيد / عبدالله خالد العجمي
رئيس مجلس إدارة
الهيئة العامة للاتصالات
وتقنية المعلومات بالإنابة

SAMPLE

الجزء الرابع جدول الكميات والاسعار والمواصفات الفنية

مناقصة عامة رقم (3 - 2024 / 2025)

جدول الكميات والأسعار

لمشروع النظام الاداري والمالي

Servers:

S/N	Description	Quantity	Unit Price (KD)	Total Price (KD)
1				
2				
3				
4				
5				
6				
7	Total Price		KD	KD

Licenses and Other:

S/N	Description	Quantity	Unit Price (KD)	Total Price (KD)
1				
2				
3				
4				
5				
6	Total Price		KD	KD

Important Notes:

- Prices are inclusive of all import, installation, commissioning, testing, warranty, and any other costs incurred to make the equipment delivered meet the specifications stated in this RFP.
- All prices are provided in Kuwaiti Dinars.

السعر الإجمالي		
دينار	فلس	السعر الاجمالي

..... : السعر النهائي كتابة :

...../...../..... : التاريخ:

المواصفات الفنية

Technical Conditions

Functional Requirements							
Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfills the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
1.1. GENERAL REQUIREMENTS							
1.1.1	Ability to handle the accrual basis accounting principle						
1.1.2	The system must be fully integrated with other modules						
1.1.3	The Sub ledger modules should be configurable to create automatic entries in General Ledger for each accounting period						
1.1.4	Ability to maintain multi currencies and rates where the reporting currency is Kuwaiti Dinar						
1.1.5	Ability to maintain an organization level currency rate that can be used by any transaction foreign currency at the same day						
1.1.6	Ability to have Spreadsheet export/ import capability.						
1.1.7	Ability to set access rights in relation with the account structure (Allow or limit access to specific accounts / account segment per user or group).						
1.1.8	Ability to set access rights to the system functions (Allow or limit access to specific function or screen per user or group).						
1.1.9	Ability to drill down from GL to the sub ledgers to view accounts details						
1.1.10	Ability to define accounts parent child relationships similarly for any other COA segment						
1.1.11	Ability to support roll up of balances in child level accounts to parent and grandparent accounts						
1.1.12	Ability to handle multiple calendars						
1.1.13	Ability to open any number of fiscal years or calendar periods at the same time						
1.1.14	Ability to provide exceptions reports with drill down capabilities						
1.1.15	Ability to do automatic year-end rolling of balances in sub-ledgers and general ledger control accounts.						
1.1.16	Ability to provide flexible account structure to support different segments representing Department, Account, Cost Center etc.						
1.1.17	Ability to define the chart of accounts in the system						

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1.1.18	Ability to validation of accounts, departments, and cost center combinations.						
1.1.19	Ability to define accounts, departments, cost/profit centers values						
1.1.20	Ability to handle user defined accounting fiscal calendars and periods						
1.1.21	Ability to define CITRA Chart of account and reflect CITRA structure with multiple segmentation						
1.1.22	Ability to modify or create new chart of account upon needs						
1.1.23	Ability to set rules for each segment of the chart of accounts						
1.1.24	Ability to activate and de-activate any segment and accounts						
1.1.25	Ability to make postable and non-postable accounts						
1.1.26	Ability to reverse transfer batches from different applications and single journals						
1.1.27	Ability to define values of one segment dependent on another segment value (cross validation rules)						
1.1.28	Ability to handle an unlimited number of accounts						
1.1.29	Ability to accommodate digits by segment account numbers						
1.1.30	Ability to use of control accounts that reflect revenues, expenditure and encumbrance activity totals from sub ledgers						
1.1.31	Ability to add accounts to years other than the current fiscal year						
1.1.32	Allow at least 13 periods per year with two or more open periods						
1.1.33	Ability to maintain currency Interest rate and locked for editing						
1.1.34	Ability to upload daily currency exchange rates to the system						
1.2. Accounting Periods							
1.2.1	Ability to open past or future periods and to have more than one open period at one time						
1.2.2	Ability to close period and transfer balances to the next period automatically						
1.2.3	Support automatic period / year end closing procedure						
1.2.4	Ability to perform year end closing by closing income and expenditure balances						
1.2.5	Ability to soft close and hard close accounting periods						
1.2.6	Ability to automate the period closure process to maximum extent possible						
1.3. Journal Entries							
1.3.1	Ability to enter manual for example for adjustments						
1.3.2	Ability to maintain multiple transaction types						
1.3.3	Ability to generate automatic sequence numbers to JVs by transaction type						
1.3.4	Ability to enter beginning balances						
1.3.5	Ability to generate unique reference number for each transaction						

ختم وتوقيع مقدم العطاء

1.3.6	Ability to prevent journal entries to unopened periods						
1.3.7	Ability to define shorthand account combination names to speed up journal entries						
1.3.8	Ability to review financial information in entered and converted currency						
1.3.9	Ability to segregate the duties of entering the journals and posting						
1.3.10	Ability to update or add descriptions at line level and at journal level						
1.3.11	Ability to selectively prevent manual journal entries to control accounts (Entries should come through sub-ledgers to control account)						
1.3.12	Ability to enter journal with unlimited number of lines						
1.3.13	Ability to create Journals based on previous ones						
1.3.14	Ability to search for journals by creation date, user, name, posting date						
1.3.15	Ability to control the manual journal entries in regards of budget availability via budget section						
1.3.16	Ability to modify journal entries fields of inputs and to create new fields that can be a reference for the JV's						
1.3.17	Ability to consistently assign serial number to JV's based on the date of creation						
1.4. Advanced Journal Entries							
1.4.1	Ability to generate automatic journal entry based on pre defined formula						
1.4.2	Ability to enter expense allocations using different allocation methods such as fixed or variable percentage or amount driven form other account balance Eg: Allocation of overhead based on employee head count, floor space, machine hours, fixed percentage, other account balance etc.						
1.4.3	Ability to enter recurring journal entries with amounts or formula such as Rent, Utility Bills etc.						
1.4.4	Ability to reverse journal entries (and maintain link bet original and reversing entries)						
1.4.5	Ability to define journal templates and use them as a skeleton of new journals						
1.4.6	Ability to generate Prepaid Expenses and related amortizations journals automatically						
1.4.7	Ability to generate Accrued Expenses or Provisions to be generated automatically from related modules like HR & Payroll , Purchasing						
1.4.8	Ability to generate Deferred Revenue and related amortizations automatically						
1.5. Approve Journals							
1.5.1	Ability to approve journals						
1.5.2	Ability to have provision for Different approvals / Authorization levels for different transaction type / Value						

1.5.3	Ability to send an electronic notification to approver on pending approvals and to initiator on approval or rejection						
1.5.4	Ability to automatically forward document for approval to next person in hierarchy if the document is delayed beyond the specified time with a designation for unlimited number of employees						
1.6. Posting							
1.6.1	Ability to posting to periods irrespective of transaction date (in the transaction entry there must be field to specify to which period the transaction will be posted)						
1.6.2	Ability to prevent posting to any open period (only entry)						
1.6.3	Ability to schedule posting of journals						
1.6.4	Ability to prevent posting unapproved journals						
1.6.5	Ability to post journal entries to past or future periods based on specific level of authority						
1.6.6	Ability to provide a journal entry review / correction facility prior to posting						
1.6.7	Ability to display any erroneous entries encountered during posting						
1.6.8	Ability to Post by user/batch/date/JV						
1.7. Integration and Open Interface							
1.7.1	Ability to integrate with Accounts Payable to import all accounting entries						
1.7.2	Ability to integrate with Accounts Receivable to import all accounting entries						
1.7.3	Ability to integrate with budget to import account balances						
1.7.4	Ability to integrate with Payroll to import all accounting entries						
1.7.5	Ability to integrate with Purchasing to import all accounting entries						
1.7.6	Ability to integrate with Treasury to import all accounting entries						
1.7.7	Ability to integrate with Cash management to import all accounting entries						
1.7.8	Ability to integrate with fixed assets to import all accounting entries						
1.7.9	Ability to integrate with inventory to import all accounting entries						
1.7.10	Ability to have open interface which accepts journals from other feeder systems						
1.8. GL Reports							
1.8.1	Trial Balance by Cost Centre						
1.8.2	Trial Balance Summary (period to date, Quarter to date, Year to date etc.)						
1.8.3	Trial Balance Detailed (period to date, Quarter to date, Year to date etc.)						
1.8.4	Income statement by Single department / Group of departments / or consolidated						

1.8.5	Profit and Loss report (Specify range of accounts, year-to-date vs. prior year-to-date, year-to-date vs. prior year-to-date, this period vs. same period last year, current period and year-to-date on the same report, quarterly data across columns)						
1.8.6	Balance Sheet (compare current period to same period last year)						
1.8.7	Statement of Cash Flows (Current period this year, Current period last year , Year to date this year , Year to date last year)						
1.8.8	Report on changes in the Shareholders' Equity (returned earnings)						
1.8.9	Profit Distribution Report						
1.8.10	G/L Transaction report by (Period, YTD, Cost center)						
1.8.11	JV Report						
1.8.12	journal entries details on a specific account from a period to period						
1.8.13	Ability to provide a report writer enables the user to design standard monthly reports as well as "one-off" reports						
1.8.14	Ability to generate reports for each individual fund, program or accounting group						
1.8.15	Ability to generate reports as requested by Audit Peru						
1.8.16	Notes to financial statements						
1.8.17	Ability to design new reports based on specific GL grouping						

Functional Requirements

Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfills the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
2.1. Budget preparation							
2.1.1	Ability to Maintain budget by Account						
2.1.2	Ability to Maintain budget by Department						
2.1.3	Ability to Maintain budget by Cost center						
2.1.4	Ability to inquire on and extract actual & budget data from previous periods when preparing the budget						

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2.1.5	Ability to enter departmental budgets individually and consolidate them					
2.1.6	Ability to allocate overall budget across departments or cost centers					
2.1.7	Ability to handle bottom-up or top-bottom budget preparations approaches					
2.1.8	Ability to reduce the entire budget or selected accounts and cost centers by percentage					
2.1.9	Ability to configure and disable budget control to check with budget prior processing expenses					
2.1.10	Ability to export the budget into excel to work offline and do changes and then import the budget back to the system					
2.1.11	Ability to spread the budget across fiscal periods evenly or using user-entered percentages					
2.1.12	Ability to define and maintained different budget types (operating, capital, human resources, Revenue etc.)					
2.1.13	Ability to have a separate ledger type for budget in GL					
2.1.14	Ability to copy/upload actuals data into budget with ability to increase or decrease the figures by percentage					
2.1.15	Ability to test different budget scenarios (simulation) and what-if scenarios					
2.1.16	Ability to maintain more than one version of budget					
2.1.17	Ability to have budget variance inquiry by account, department, and cost center					
2.1.18	Ability to check the available budget before JY entries (budgetary control)					
2.1.19	Ability to freeze budget figures					
2.1.20	Ability to approve any changes in the Budget during the year					
2.1.21	Ability to keep track the history of the budget versions					
2.1.22	Ability to transfer budget amounts with approval capabilities for below scenarios: 1. From one account to another OR 2. From one account to many OR 3. Many accounts to one account					
2.1.23	Ability to control access on budget figures using security access rights					
2.1.24	Ability to keep an audit trail of budget changes					
2.1.25	Ability to easily inquire on budget details and history of changes					

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2.1.26	Ability to create separate budgets based on individual cost centers.						
2.1.27	Ability to prepare budget templates to be distributed to the department's managers to fill in the budget figures						
2.1.28	Ability to submit instructions of how to fill in the budget templates						
2.1.29	Ability to track the status of the budget submission of the budget preparers						
2.1.30	Ability to review and update the budget figures using security access rights						
2.1.31	Ability to consolidate the budget from all departments and for all budget types						
2.1.32	Ability to approve or reject the budget using authority rights						
2.1.33	Ability to track budget versions during the approval cycle between the approvals						
2.1.34	Ability to report actual verses budget for period to date, Quarter to date, or year to date for each department and account with reporting the differences						
2.1.35	Ability to append on the budget after getting the proper approvals						
2.1.36	Ability to define and control the accounting periods of the prepared budget and maintain unlimited years of budgets						
2.1.37	Ability to compare this year budget with previous year budget for each account and department						
2.1.38	Ability to define the budget preparation organization structure with defining the roles and approvers						
2.1.39	Ability to copy last year budget into this year budget						
2.1.40	Ability to have account code, account description, and department/cost centers for the budget						
2.1.41	Ability to define new accounts for future/ next year activities						
2.1.42	Ability to link/map the budget accounts with the GL actuals accounts						
2.1.43	Ability to define read only access rights to the budget figures						
2.1.44	Ability to define and report the budget in the following structure:						
2.1.45	Level 1: Department/Cost Center (2)						
2.1.46	Level 2: Accounts groups (1)						
2.1.47	Level 3: Accounts sub-groups (1)						

2.1.48	Level 4: Accounts (6)						
2.1.49	Ability to forecast (using different methods) current-year ending balances based on current year-to-date data						
2.1.50	Ability to allow import of salary and benefit data from payroll system						
2.1.51	Ability to modify a single line item, ranges of items or the entire budget based on parameters entered						
2.1.52	Ability to allow for budget amendments and maintain the original budget and the amended budget totals in fund						
2.1.53	Ability to handle multi-year project budgets to be integrated into the annual budget						
2.1.54	Ability to perform budget projection by percentage for manpower salaries						
2.1.55	Ability to keep the original budget						
2.1.56	Ability to migrate historical years of budgets						
2.1.57	Ability to conduct a temporary budgeting process (until the proposed budget is approved) considering the below factors: 1. The budget amount should be based on least of approved previous year budget and the new proposed budget 2. The budgeting levels should be maintained at department, and account level 3. To monitor the utilization and to control the budget at a quarterly level. Any unutilized budget during the quarter to be available for re-distribution into the remaining quarters based on the organizational decision. 4. To be able to seamlessly transfer from temporary budget to the approved budget subsequently.						
2.1.58	Ability to carry forward the unutilized budget (at all the applicable levels including accounts etc.), from previous period into the new period						
2.2.Capital Budget							
2.2.1	Ability to capture the capital budget for one fiscal future year and to be classified into:						
2.2.2	Fixed Assets Expenses						
2.2.3	Capital in Progress Assets Expenses						
2.2.4	Development In progress Assets Expenses						
2.3.Operational Budget							

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2.3.1	Ability to capture the operational budget for one fiscal future year and to be classified into:						
2.3.2	Basic Salary and Allowance Expenses						
2.3.3	Overtime Expenses						
2.3.4	Air tickets Expenses						
2.3.5	Vacations Expenses						
2.3.6	Benefits Expenses						
2.3.7	Indemnity Expenses						
2.3.8	Medical Insurance Expenses						
2.3.9	Transfer Allowances Expenses						
2.3.10	Training Expenses						
2.3.11	Rents Expenses						
2.3.12	Facilities and Services Expenses						
2.3.13	Stationery and publications Expenses						
2.3.14	Assets insurance Expenses						
2.3.15	Public Relation Expenses						
2.3.16	Transport (Cars) Expenses						
2.3.17	Advisory Services Expenses						
2.3.18	Operation and maintenance Expenses						
2.3.19	Social Insurance Expenses						
2.3.20	Additional reserve expenses						
2.4. Revenue Budget							
2.4.1	Ability to capture the revenue budget for one fiscal future year and to be classified into:						
2.4.2	Revenue from CITRA services						
2.4.3	Revenue from trading markets commissions						
2.5. Integration							
2.5.1	Integration with GL to retrieve the COA structure and values						
2.5.2	Integration with Purchasing for requisition and Purchase order budget check						
2.5.3	Integration with HR for manpower budget						
2.5.4	Integration with Purchasing for Encumbrance						

2.5.5	Integrate with HR to retrieve the employee roles and organization structure						
2.6. Budget Reports							
2.6.1	Ability to print at least the following reports						
2.6.2	Budget report by account/ account segment						
2.6.3	Variance report (actual vs. budget) by account						
2.6.4	Budgeted financial statements						
2.6.5	Budget for a specific period						
2.6.6	Cash forecast						
2.6.7	Cash in-flow forecast						
2.6.8	Cash out-flow forecast						
2.6.9	Actuals Vs. Budget cash flow						
2.6.10	Available budget balances						

Functional Requirements							
Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfills the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
3.1. GENERAL REQUIREMENTS							
3.1.1	Ability to automate the complete procurement process by integrating the following						
3.1.2	Requisitions						
3.1.3	Request for Quotations						
3.1.4	Purchasing						
3.1.5	Receiving						
3.1.6	Accounts Payable						
3.1.7	Inventory Module						
3.1.8	Budget & Encumbrances						

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3.1.9	General Ledger						
3.1.10	Ability to automate full purchasing cycle (Request (+ types), quotations, Bid-compression, purchase order (+types), good receive voucher, completion certificates						
3.1.11	Ability to maintain unlimited years of history						
3.1.12	Ability to directly affect General Ledger accounts in updating the Income, Expenses, and Budget						
3.1.13	Ability to verify budget status prior to accepting a transaction if needed						
3.1.14	Ability to manage non-inventory items by the purchasing department						
3.1.15	Ability to receive purchase requisitions from the inventory items from inventory only						
3.1.16	Ability to allow all the department users to raise the purchase requisition, print the purchase requisition						
3.1.17	Ability to provide access to management to view and print the complete purchase order related details from purchase requisition till purchase order						
3.2. Vendor Registration							
3.2.1	Ability for the suppliers to register on the system						
3.2.2	Ability for the suppliers to upload all attachments to validate submitted information						
3.2.3	Ability for the suppliers to define items and services that he can supply						
3.2.4	Ability to collect charges while supplier registration if enabled						
3.2.5	Ability to send notification for suppliers and CITRA to renew registration and submit renewed registration supporting documents						
3.2.6	Ability for the suppliers to upload their renewal supported documents						
3.2.7	Ability to define a workflow for approving the supplier registration process by CITRA						
3.2.8	Ability to communicate with suppliers (notifications, alerts etc) during the supplier registration process to request for additional inputs/documents from suppliers or renewal process, if required, as per CITRA needs.						
3.2.9	Ability to register unlimited number of suppliers						
3.2.10	Ability for suppliers to enter bank information for payments processing						
3.3. REQUISITIONS							

3.3.1	Ability to automate the online entry of requisitions						
3.3.2	Ability to modify a requisition until it is converted into a purchase order (PO) or a request-for-quotation (RFQ)						
3.3.3	Ability to modify purchase orders/requisitions, after approval or after sent to suppliers, for exception cases						
3.3.4	Ability to perform budget checking online through integration with the Budgeting module						
3.3.5	Ability to inquiry about the available budget by the requester						
3.3.6	Ability to estimate cost of purchase requisition items						
3.3.7	Ability for the departments to view on monthly and quarterly basis their spending compared to budget and to know the remaining available budget						
3.3.8	Ability for the departments to view the available budget during the submission of purchase requisition						
3.3.9	Ability to break/detail purchase requisition into multiple lines						
3.3.10	<u>Ability to generate multiple PR's (Purchase Request) from one purchase requisition</u>						
3.3.11	Ability to add attachments to purchase requisition/purchase orders						
3.3.12	Ability to inquire on stock availability						
3.3.13	Ability to perform multi-level, online approval routing, whereby the system electronically routes the requisitions by e-mails (or online) to the next approver determined by the internal policies and procedures (built-in workflow) and based on the approval authority matrix						
3.3.14	Ability to approve purchase requisition through mobile apps						
3.3.15	Ability to hold Requisitions (cannot be processed further) until required approvals have been obtained						
3.3.16	Ability to return rejected requisitions to the original requester with a rejection reason						
3.3.17	Ability to review requisitions online and generate PO's or RFQ's, after approval requirements, without re-keying any data						
3.3.18	Ability to split up a single requisition into multiple purchase orders for a number of vendors						
3.3.19	Ability to track the progress of requisitioned items, including expected delivery dates, back orders, and assigned buyers						

3.3.20	Ability to define and display requisition status flow: entered, approved, PO/RFQ generated, etc.						
3.3.21	Ability to request items from the inventory						
3.3.22	Ability to print Requisition Order Form						
3.3.23	Ability to support online paperless requisition, purchase orders, including online approvals						
3.3.24	Ability to assign requests to a particular purchaser and to track requests along with requester interactive to the system						
3.3.25	Ability to assign items and services to a particular department						
3.4. REQUEST FOR QUOTATION (RFQ)							
3.4.1	Ability to invite bidders to submit their quotations through e-tendering portal						
3.4.2	Ability to invite bidders from the approved supplier list only						
3.4.3	Ability to have a mechanism to buy from unregistered suppliers, for exception cases						
3.4.4	Ability to invite suppliers for public tenders, short listed suppliers, single source suppliers						
3.4.5	Ability to publish to suppliers the bidding instructions						
3.4.6	Ability to open and close the tender period						
3.4.7	Ability for bidders to respond with their interest to participate in the bid						
3.4.8	Ability to communicate and notify invited bidders with any annexure to the initial requirements						
3.4.9	Ability to create a RFQ from an existing requisition or by entering bid items and selected vendors						
3.4.10	Ability to generate the RFQ as per the required formats, and print/ email it to the selected vendors						
3.4.11	Ability to convert automatically the original RFQ and the successful vendor's bid information into a purchase order						
3.4.12	Ability to review and modify the RFQ until they are converted to purchase orders						
3.4.13	Ability to enter multiple vendor quotes (bids) into the system, linked to the RFQ, including discounts, payment terms, shipping charges and delivery lead-time indicated by each vendor						
3.4.14	Ability to generate a summary of all the quotations for a PO & PR						

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3.4.15	Ability to prepare and route the purchase order / Request through workflow process based on CITRA authority matrix						
3.4.16	Ability to translate/convert a purchase requisition into purchase order, or contract, or blanket agreement or petty cash						
3.4.17	Ability to specify the winning vendor/ quote, and generate a PO based on the quote information						
3.4.18	Ability to generate multiple POs from the same quote, within the time validity of the quote						
3.4.19	Ability to issue reports providing detailed information on all RFQs entered into the system and the POs they were converted into						
3.4.20	Ability to organize and inquire on RFQ's by RFQ number, vendor, item, commodity, and date required						
3.4.21	Ability to receive bidder clarifications on the bid						
3.4.22	Ability to publish response to bidder clarifications to all invited bidders						
3.4.23	Ability to email the suppliers to submit their Quotation						
3.4.24	Ability to have a check list for bidders to confirm that their bid is complete as per the RFQ guidelines						
3.5. Quotation and Quotation analysis							
3.5.1	Ability to have E-tendering portal to manage the tendering, receive quotations, and manage auctions						
3.5.2	Ability to receive electronic bids from invited bidders as a response to the purchase requisitions						
3.5.3	Ability to submit technical and financial bids						
3.5.4	Ability to attach proposals, brochures, and supporting documents						
3.5.5	Ability to evaluate quotations from different suppliers and identify better prices						
3.5.6	Ability to print Material RFQ Form						
3.5.7	Ability to print service RFQ Form						
3.5.8	Ability to compare between quotations and chose a bidder						
3.5.9	Ability to print bidder rewarding form						
3.5.10	Ability to manage auction process through the e-tendering portal						

3.5.11	Ability to prepare purchase order based on purchase requisition and quotation and to route the PO approval based on workflow-based authority matrix						
3.6. Purchase orders							
3.6.1	Ability to handle centralized and decentralized purchasing						
3.6.2	Ability to control the purchases of the departments against the approved budgets						
3.6.3	Ability to create a Purchase Order by specifying the vendor to buy from and the commodities and services to purchase						
3.6.4	Ability to combine multiple requisitions for similar materials or services in one purchase order						
3.6.5	Ability to purchase non-inventory items and Services						
3.6.6	Ability to use multi-currency with Purchase Orders						
3.6.7	Ability to place the PO on hold, stating the reason, and route it to the approver to either accept it or reject it						
3.6.8	Ability to modify or cancel a PO, until it is received						
3.6.9	Ability to inquire purchases by supplier, commodity code, requestor, department and item number during a specified period						
3.6.10	Ability to define and use different units of measure within the same purchase order						
3.6.11	Ability to approve the purchase orders based on predefined approval routing system and amount approval authority limits						
3.6.12	Ability to approve PO through mobile apps						
3.6.13	Ability to issue PO after approval in any of the following channels (E-mail, Fax, Print in PDF...etc.)						
3.6.14	Ability to group requisitions and converting them into a single purchase order to negotiate a better discount price with the suppliers						
3.6.15	Ability to negotiate and captured PO terms and conditions						
3.6.16	Ability to close purchase orders						
3.6.17	Ability to modify and cancel purchase orders						
3.6.18	Ability to purchase more than item in one purchase order						
3.6.19	Ability to handle purchasing through public bidding						
3.6.20	Ability to handle purchasing through shortlisted bidding						
3.6.21	Ability to handle purchasing through petty cash						

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3.6.22	Ability to handle purchasing through credit card						
3.6.23	Ability to handle direct purchasing from a specific supplier						
3.6.24	Ability to handle emergency purchasing						
3.6.25	Ability to handle purchasing through open Quotations						
3.6.26	Ability to print/email Service/Material Purchase order form						
3.6.27	Ability to print/email Hardware purchase order form						
3.6.28	Ability to print/email Software purchase order form						
3.6.29	Purchase order should contain at least the following						
3.6.30	item						
3.6.31	Unit of measure						
3.6.32	Item Description						
3.6.33	Quantity						
3.6.34	Expected Delivery Date						
3.6.35	Supplier						
3.6.36	within budget						
3.6.37	Purchase Order Type						
3.6.38	Amount						
3.6.39	Purchase order date						
3.6.40	Ability to match invoices to purchase orders and receipts						
3.6.41	Ability to convert different currencies to KD and vice versa						
3.6.42	Ability to allocate extra charges to predefined expense accounts						
3.6.43	Ability to view complete purchase order, any comment from buyer, and all receipt activity against the purchase order during invoice entry						
3.6.44	Ability to process different invoice types, including prepaid, contract, credit memo, and debit memo invoices						
3.6.45	Ability to provide vendor maintenance by vendor name and by vendor number						
3.6.46	Ability to support temporary vendors						
3.6.47	Ability to track vendor product/service codes						
3.6.48	Ability to define unlimited number of vendors						
3.6.49	Ability to access vendor history by vendor, invoice date, check date						
3.6.50	Ability to inquire or find vendor by name						
3.6.51	Ability to categorize vendors						

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3.6.52	Ability to work in both current and future periods						
3.6.53	Ability to support user-defined payment terms						
3.6.54	Ability to provide history drill-down to include invoice information, Purchase Orders, GL account number						
3.6.55	Ability to categories purchases by manpower, operating expenses and capital						
3.6.56	Ability to cancel invoices in the system						
3.6.57	Ability to cancel checks in the system						
3.6.58	Ability to support both check and voucher printing						
3.6.59	Ability to support recurring entries and account numbers (biweekly, monthly)						
3.6.60	Ability to use both handwritten checks and system checks, and have a single check reconciliation system						
3.6.61	Ability to accommodate wire transfers of funds to vendors						
3.7. SERVICE CONTRACTS							
3.7.1	Ability to handle service contracts with vendors through the purchasing module, following the same process (requisition, RFQ, PO, receiving), with special order types to distinguish services						
3.7.2	Ability to specify service item, cost, requested date in requisition, RFQ, PO						
3.7.3	Ability to "receive" service POs upon completion of the service						
3.7.4	Ability to renew service contract with approval authority						
3.7.5	Ability to specify the duration of the service contract						
3.7.6	Ability to add variation order to a contract and link it to the contract						
3.7.7	Ability to define the following						
3.7.8	Contract Number						
3.7.9	Contract date						
3.7.10	Time schedule for the items to be delivered						
3.7.11	Contract amount						
3.7.12	Payment schedule						
3.7.13	Guarantee percentage						
3.7.14	Terms and conditions						
3.7.15	Ability to define and have contract limits for the vendors						

3.7.16	Ability to maintain the contracts that span across financial year						
3.7.17	Ability to link multiple contracts with one project						
3.8. BLANKET ORDERS							
3.8.1	Ability to handle blanket orders in the system						
3.8.2	Ability to enter the total quantity and cost agreed on with the vendor within the Blanket Order, and then issue POs with partial quantities against the Blanket Order (consuming from the total quantity)						
3.9. RECEIVING							
3.9.1	Ability to have instant online access to all open orders and receiving information						
3.9.2	Ability to automatically record and display the quantity received for all items on a purchase order						
3.9.3	Ability to receive only approved and released Purchase Order to create goods Receipt voucher and receive items in the system.						
3.9.4	Ability to enter multiple receipts for a single purchase order						
3.9.5	Ability to handle partial receipts, and close/ cancel items not delivered if necessary						
3.9.6	Ability to receive service PO's indicating the receipt of service						
3.9.7	Ability to automatically update the status of an open PO upon receipt of goods or services						
3.9.8	Ability to provide the user with the facility to print purchase receipt documents prior to receiving the goods						
3.9.9	Ability to generate journal entries, affecting inventory and received-not-invoiced accounts						
3.9.10	Ability to define the default locations for items during receiving, with the ability to select alternate locations for receiving the items						
3.9.11	Ability to enter vendor's invoice during the receiving process						
3.9.12	Ability to enter additional cost at the time of receipt						
3.9.13	Ability to allow application of landed costs to purchase receipts before and/or during the matching process						
3.9.14	Ability to handle multiple stages for receiving (inspection, confirmation, etc.)						
3.9.15	Ability to provide vendor performance statistics based on receipt entry to reflect delivery time, quality and cost						

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3.9.16	Ability to maintain a vendor rating system based on weighting factors for delivery, quality, and price						
3.9.17	Ability to print the orders not received by the vendor's committed date						
3.9.18	Ability to print orders closed during a specified period						
3.9.19	Ability to print purchase order and receiving information for invoice matching						
3.9.20	Ability to manage item returns after it has been received						
3.9.21	Ability to notify the requester the date and time of delivery up on delivery confirmation from Vendor						
3.9.22	Ability to receive item as damaged if the item found damaged when inspection						
3.10. Supplier Evaluation							
3.10.1	Ability to perform periodic vendor evaluations using user defined criteria, weight, and rate						
3.10.2	Ability to update approved supplier list based on the evaluation results						
3.10.3	Ability to update blacklisted suppliers based on the evaluation results						
3.10.4	Ability to print reports for supplier performance like deliver on time, quality of delivery						
3.11. Letters of Guarantees							
3.11.1	Ability to record Letters of guarantee from Potential suppliers						
3.11.2	Ability to release/return the guarantees						
3.11.3	Ability to renew LG						
3.11.4	Ability to record initial LG or Final LG						
3.11.5	Ability to record LG from more than one bank with percentage of each bank						
3.11.6	Ability to get notified of expiry date of LG						
3.12. Letter of credits (L/C)							
3.12.1	Ability to create letter of credit						
3.12.2	Ability to do payments of L/C						
3.12.3	Ability to close L/C						
3.12.4	Ability to handle freight/landing/bank fees						
3.12.5	Ability to handle L/C request form						
3.13. Integration							
3.13.1	Integration purchasing with budget to check available fund						
3.13.2	integrate purchasing with GL to transfer accounting entries to GL						

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3.13.3	Integrate purchasing with HR to collect employees' names, positions, organization structure						
3.14. Purchasing Reports							
3.14.1	Reports to maintain and monitor commitments and approved budgets for the financial year						
3.14.2	Reports to track the status of POs with respect to PO log date, Item code, quantity and expected time of arrival of the shipment						
3.14.3	Report on pending purchase orders supplier-wise, item-wise and division-wise						
3.14.4	Print summary of expected receipts						
3.14.5	Print purchase register for the month						
3.14.6	Reports on documents pending approval for more than N days without any action taken						
3.14.7	Report on the item purchase cost history over a user defined date range						
3.14.8	Receipt register						
3.14.9	Ageing analysis for outstanding Purchase Orders						
3.14.10	LG maturity report						
3.14.11	Open LC's register by buyer, by due date						
3.14.12	LC's due to expire within a given date						
3.14.13	Purchasing reconciliation report						
3.14.14	Quarter Status report for active contract report						
3.14.15	Quarter comparison between what is planned to be purchased and actual with variance report						
3.14.16	Report on purchase requisitions						
3.14.17	Reports on purchase requisition to purchase orders processing						
3.14.18	Report on purchase orders						
3.14.19	Report on registered suppliers						
3.14.20	Report on purchase order status (project initiated, completed etc.)						
3.14.21	Report on deviations between procured items/services as against original purchase order						

Functional Requirements							
Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfills the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
4.1. General Requirements							
4.1.1	Facilities available to reconcile bank statements with payments made						
4.1.2	Ability to manage a one-time vendor payment						
4.1.3	Ability to generate checks						
4.1.4	Ability to process vendor invoices that do not have purchase orders (e.g., small purchases made on a day-to-day basis).						
4.1.5	Ability to provide a discount if invoices are paid by a pre-determined date						
4.1.6	Ability to do a payment for multiple invoices with one check						
4.1.7	Built-In Workflow capabilities for approving new or on-hold payables, through an approval routing process						
4.1.8	Ability to Produces a Payment Voucher						
4.1.9	Ability to define accounting rules to generate user defined accounting entries for the system entries like (Advanced Payment, invoice, payment)						
4.1.10	Ability to generate journal entries for periods other than the current open period (past or future)						
4.1.11	Ability to Post AP sub-ledgers entries to the general ledger automatically						
4.1.12	Ability to Printing checks with MICR capabilities						
4.1.13	Ability to handle multi-Currency						
4.1.14	Ability to manage employee expenses claims						
4.1.15	Ability to handle the vendors as customers and manage the net and vendor balance between AP& AR, i.e., AP/AR netting						
4.1.16	Ability to create multiple banks accounts for the organizations, suppliers, and employees						

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4.2. Vendor Information							
4.2.1	Ability to create Vendor file master that contains at minimum the following information:						
4.2.2	Vendor name and number						
4.2.3	Contact name and contact number						
4.2.4	Address						
4.2.5	Vendor categorization (multiple user defined categories)						
4.2.6	Default Ledger Account						
4.2.7	Payment Terms & Methods						
4.2.8	Vendor Hold - prevent entry of PO's, invoices, payments						
4.2.9	Previous experience with CITRA						
4.2.10	Vendor Commercial number						
4.2.11	Overview of the vendor						
4.2.12	Vendor services						
4.2.13	Vendor previous main customers						
4.2.14	Credit limit						
4.2.15	Default payment terms						
4.2.16	Ability to define Supplier Approved list						
4.2.17	Ability to reject any invoice processing for blacklisted suppliers						
4.2.18	Ability to the system to generate a vendor ID (codes)						
4.2.19	Ability to generate Automated or Manual vendor serial number						
4.2.20	Ability to attach scanned documents to vendor file master (Letter of authorization, certificates... Etc.)						
4.2.21	Ability to change Vendor information (including name, address, payment terms, etc.)						
4.2.22	Ability to merge vendors in case of duplication and acquisition						
4.2.23	Ability to link vendor to item and item to vendor						
4.2.24	Vendor Inquiries:						
4.2.25	Year-to-Date & Period-to-Date Purchases						
4.2.26	Year-to-Date & Period-to-Date Payments						
4.2.27	Year-to-Date & Period-to-Date Discounts taken						
4.2.28	Payment Status: current balance, last check info., date of last purchase, etc.						

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4.3. Vendor Invoice Processing							
4.3.1	Vendor invoice entry:						
4.3.2	Vendor/invoice number/date/ amount						
4.3.3	Due date/discount date						
4.3.4	Date received						
4.3.5	Unique Reference number						
4.3.6	Discount amount						
4.3.7	Non discount amount						
4.3.8	Ability to entered as individual invoices or batches						
4.3.9	Ability for the supplier to submit invoices on the portal						
4.3.10	Ability to obtain work completion from the requesting department prior processing the submitted invoice						
4.3.11	Ability for the payable department to receive the payment request automatically through the system						
4.3.12	Ability to link invoice to purchase order or receipt						
4.3.13	Ability to generate invoice from purchase order or receipt with edit capability						
4.3.14	Ability to pay advance invoice to the supplier like down payment						
4.3.15	Ability to match advance invoice to the subsequent invoices from the same supplier						
4.3.16	Ability to notify that there are advances not matched while creating invoices for the supplier						
4.3.17	Ability to specify invoice type						
4.3.18	Ability to approve the Invoice using workflow based on the organization authority matrix						
4.3.19	Ability to have Mobile approval capability for invoices and expense reports						
4.3.20	Ability to receive email notification for invoice approval						
4.3.21	Ability to escalate or redirect the approval to higher authority if approval delayed more than predefined duration						
4.3.22	Ability to manage the returned purchases after it has been invoiced						
4.3.23	Ability to suspend vendor or move to blacklist						
4.3.24	Ability to have a process to qualify and approve vendor						

4.3.25	Ability to Automatically generate of journal entries						
4.3.26	Ability to specify the Bank number / account number (for payment)						
4.3.27	Ability to enter transaction description & remarks						
4.3.28	Ability to Process vendor invoices in a foreign currency						
4.3.29	Ability to auto-calculate discount amounts based on agreed discount term?						
4.3.30	Ability to perform 3-way matching to match (PO, vendor invoice, and receiving document) or 4 way matching to match (PO, vendor invoice, receiving document, and inspection report) before releasing to Accounts payable						
4.3.31	Ability to match more than one PO with a single invoice						
4.3.32	Ability to generate new fixed assets based on marked items in the invoice						
4.3.33	Ability to generate automatic sequence number for each invoice						
4.3.34	Ability to create recurrent invoices like rent						
4.3.35	Ability to generate a voucher number						
4.3.36	Invoice numbers must contain both letters and digits and must not be repeated by the same vendor.						
4.3.37	Ability to specify payment period for each invoice						
4.3.38	Ability to cancel invoices through the system						
4.3.39	Ability to create debit memo and credit memo to adjust supplier balances						
4.3.40	Ability to reconcile Supplier balances with supplier to identify differences on periodic bases						
4.3.41	Ability to create automatic debit memo when returning the items to the suppliers						
4.3.42	Ability to have for each AP voucher a distributions line that reflect the full cost-center with validation of commitment number and available funds.						
4.4. Invoice holds							
4.4.1	Ability to place invoice on hold to stop payment						
4.4.2	Ability to apply automatic system hold on the invoice if it is not matched quantity with PO, receiving, and inspection						
4.4.3	Ability to remove invoice hold after matching is resolved						

4.4.4	Ability to remove manual holds after issues resolved by the supplier where remove manual holds can be given to a person has authority						
4.4.5	Ability to define the tolerances during the matching process, and place the invoice on hold in case of exceeding the allowed tolerance (insufficient matching)						
4.5. Penalties							
4.5.1	Ability to record penalties on late suppliers for reasons like late or nonconformance or delay in delivery						
4.5.2	Ability to cancel penalties based on approval authority limits						
4.6. Advances, petty cash, and cashier							
4.6.1	Ability to handle temporary advances						
4.6.2	Ability to handle petty cash (Permanent Advances) (one for each department)						
4.6.3	Ability to change the amount of the advance						
4.6.4	Ability to set a maximum limit for the advances						
4.6.5	Ability to set a minimum limit for the advance payments						
4.6.6	Ability to indicates when advances reach a certain percentage to renew						
4.6.7	Ability to handle request for creating advances forms						
4.6.8	Ability to handle request for settlement of advances forms for renewal						
4.6.9	Ability to record the invoices of the advances						
4.6.10	Ability to process cashier transactions (collection, return, Reimbursement)						
4.6.11	Ability to Reimburse petty cash by cash or check						
4.6.12	Ability to open petty cash accounts						
4.6.13	Ability to compensate from petty cash account						
4.7. Expense claims							
4.7.1	Ability to predefine expense report templates						
4.7.2	Ability to predefine the related account for each expense like visa, accomodation, tickets...etc.						
4.7.3	Ability to submit expense reports by the employees						
4.7.4	Ability to approve expense reports using workflow by employee managers and finance						

4.7.5	Ability to reimburse the expenses paid by the employee						
4.8. Payment Processing							
4.8.1	Ability to perform single payment or batch payments						
4.8.2	Payment selection:						
4.8.3	Select invoices by vendor						
4.8.4	Select invoices by due date						
4.8.5	Select invoices by discount date						
4.8.6	Select invoice number						
4.8.7	Ability to handle different methods of payment including (cash, checks, direct deposit, Wire transfer, letter of Transfer, credit cards)						
4.8.8	Ability to defer & stop invoices payment						
4.8.9	Ability to generate checks directly from entry of invoice details						
4.8.10	Ability to automate periodic / recurring payments						
4.8.11	Ability for user to manually override automated payments						
4.8.12	Ability to print multiple checks per invoice						
4.8.13	Ability to print a single check for multiple invoices						
4.8.14	Ability for users to make partial payments of invoices						
4.8.15	Ability to make payments in a currency other than the base currency						
4.8.16	Ability to manage the check voiding process						
4.8.17	Ability for the user have an option to place payment holds on specific vendor accounts						
4.8.18	Ability to track payments applied to blanket purchase orders						
4.8.19	Ability to enter or generate credit and debt memos for the vendor in the case of returned items or overpayment						
4.8.20	Ability to generate remittance advice						
4.8.21	Ability to generate automatic sequence number for each payment						
4.8.22	Ability to define check sequences for each check book and bank created by CITRA						
4.8.23	Ability to manage advance payments for vendors						
4.8.24	Ability to make payments on approved patches for a specific bank						
4.8.25	Ability to the system to accept an actual amount that exceed the committed amount to avoid delay of payments						

4.8.26	Ability to make dummy payments but without generating checks if paid by manual checks with an indicator						
4.8.27	Ability to differentiate between employees' payments and vendors						
4.8.28	Ability to run invoice register by approved invoices ready for payment and not approved invoices with full details including creator, approval name and period						
4.8.29	Ability to show payments history by vendor/employee/bank for a specific period						
4.8.30	Ability to set priority level of payment for each vendor						
4.8.31	Ability to send email for vendor and employee for payments collecting						
4.8.32	Ability to cancel checks through the system						
4.8.33	Ability to prevent duplicated payments						
4.8.34	Ability to provide user-defined payment terms						
4.8.35	Ability to set invoices related to purchasing of asset on asset clearing account						
4.8.36	Ability to allow the use of both handwritten checks and system checks.						
4.8.37	Ability to pay a receipt without contract or purchase order						
4.8.38	Ability to proof of employee's debt						
4.8.39	Ability to proof of employee's debt to government						
4.9. Integrated with the following modules:							
4.9.1	Integrate account payable payments with CITRA Banks to perform electronic transfers						
4.9.2	Integrate with Budget for Budget availability checking						
4.9.3	Integrate with Purchasing for linking the PO with the invoices						
4.9.4	Integrate with Assets for converting the invoices and expenses into assets						
4.9.5	Integrate with General Ledger to generate monthly accounting entries						
4.9.6	Integrate with Human resources to handle employee expense claims, employee per diem payments (or other payments not processed through payroll) and advances						
4.9.7	Integrate with budget to check the budget availability taking in considerations the commitments						

4.10. Payable Reports							
4.10.1	Monthly transactions by Account, Vendor, Invoice Type (e.g. Payment, invoice...)						
4.10.2	Online invoice query by:						
4.10.3	Vendor						
4.10.4	Voucher						
4.10.5	Due date						
4.10.6	Discount date						
4.10.7	PO or receipt						
4.10.8	Unpaid invoices						
4.10.9	Aged payables:						
4.10.10	Current period						
4.10.11	As of any specified date						
4.10.12	User defined aging buckets						
4.10.13	Tracking transactions from payment to PO						
4.10.14	Vendors analysis report						
4.10.15	Vendors change log						
4.10.16	Vendor statements						
4.10.17	Outstanding payment register in accounts payable						
4.10.18	Unmatched invoices or P.O. report.						
4.10.19	Vendor trail balance as of date						
4.10.20	AP and GL Reconciliation Report						
4.10.21	Ability to identify duplicated vendors						
4.10.22	Ability to handle request for payment forms						
4.10.23	Invoice maturity report						
4.10.24	Invoices status report covering, but not limited to, statuses including submission status, received status, completed status etc						

Functional Requirements

Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfils the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
5.1. CHECK RECONCILIATION							
5.1.1	Ability to provide automatic and manual check reconciliation capabilities						
5.1.2	Ability to provide check reconciliation process for:						
5.1.3	a. Voided checks						
5.1.4	b. Returned checks						
5.1.5	c. Drafts						
5.1.6	d. Funds transfers						
5.1.7	e. Stop payments						
5.1.8	f. Processed Checks						
5.1.9	Ability to allow online entry of check information						
5.1.10	Ability to generate a list of outstanding checks						
5.1.11	Ability to report differences between amount disbursed and amount cleared						
5.1.12	Ability to calculates the float days (the date the check was issued compared with the date the check cleared) for each check						
5.1.13	Ability to calculates average float days by vendor						
5.1.14	Ability to cancel checks that have been issues three months ago, got modified or lost and has been handed but not cashed in 6 months.						
5.1.15	Ability to provide a check log (check register) which contains all check related information						
5.1.16	Ability to provide bank reconciliation						
5.2 CASH MANAGEMENT							
5.2.1	Ability to interface with the following stems/processes:						
5.2.2	a. Accounts Payable						
5.2.3	b. Accounts Receivable						

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5.2.4	c. Budget						
5.2.5	d. General Ledger (Interbank Transactions)						
5.2.6	e. Bank Facilities (Overdraft, LC's)						
5.2.7	f. Payroll						
5.2.8	g. Purchase Order						
5.2.9	Ability to allow for automatic initiation of a transfer when an established amount has been reached at a certain bank account						
5.2.10	Ability to accept import of daily bank transactions						
5.2.11	a. Bank special format						
5.2.12	b. Unique deposit slip data (User defined format)						
5.2.13	Ability to automatically reconcile bank statement using a unique identifier or based on amount and date						
5.2.14	Ability to manually reconcile bank statement for the transactions that are not reconciled using the auto reconciliation process						
5.2.15	Ability to set tolerance while performing the bank reconciliation to charge the difference to a bank charges account						
5.2.16	Ability to post to bank account after reconciling from the bank clearing accounts						
5.2.17	Ability to consolidate multiple bank files						
5.2.18	Ability to accumulate cash balance by bank						
5.2.19	Ability to support determination of cash transfers						
5.2.20	Ability to define tolerance reconciliation limits to reconcile bank statement amount differences						
5.2.21	Ability to provide reconcile capabilities for:						
5.2.22	a. Batch						
5.2.23	b. manual						
5.2.24	Ability to process a Cash transfer between bank accounts in single transaction						
5.2.25	Ability to provide approval workflow capabilities						
5.2.26	Ability to provide hierarchy capabilities						
5.2.27	Ability to mark/ flag paid checks to avoid any re-issuance.						
5.2.28	Ability to issue or accept payments without AR invoice or AP voucher						

5.2.29	Ability to track check status						
5.2.30	Ability to allow online payments to the bank						
5.2.31	Ability to record bank service fees and interest amounts						
5.2.32	Ability to generate bank reconciliation statement showing balances as per books and bank, with the receipts in transit and payments not cleared in detail as well as in summary.						
5.2.33	Ability to print bank reconciliation statement as of a historical date with the statement showing unreconciled lines as of that period.						
5.2.34	Ability to generate consolidated cash flow forecast report based on:						
5.2.35	Opening cash balance by consolidating all bank accounts after converting balances of bank accounts different from Kuwaiti dinar						
5.2.36	Expected invoices and cash receipts projection from Accounts Receivable						
5.2.37	Expected invoices and cash payment from Accounts Payable.						
5.2.38	Expected cash receipt from active deposits and taking into consideration maturity dates						
5.2.39	Expected payables from open contracts based on billing Terms						
5.2.40	Expected payables from open PO based on payment terms						
5.2.41	Expected payables from payroll and other benefits and bonus						
5.2.42	Available remaining budgets						
5.3. DEPOSIT ACCOUNTS							
5.3.1	Ability to allow reports time remaining for deposit maturity date and dividends owed						
5.3.2	Ability to link to cash flow projections						
5.3.3	Ability to report difference between amount recorded for deposit and amount deposited						
5.3.4	Ability to allow online entry and tracking of deposit information and printing of deposit slips						
5.3.5	Ability to record deposit confirmation from bank						
5.4. AUTOMATIC INTEGRITY CHECK							
5.4.1	Ability to run an automatic process from within the application to calculate the detailed transaction per bank account and validate the result with the bank balances						

5.4.2	Ability to update related GL account automatically when a check is cashed (clearance)						
5.4.3	Ability to provide automatic reconciliation process to validate, report and correct any discrepancy between the Cash Manager module and the GL						
5.5. INTEGRATION							
5.5.1	Ability to integrate with Accounts Payable to know the cash forecast for invoices and payments						
5.5.2	Ability to integrate with Accounts Receivable to know the cash forecast for invoices and receipts						
5.5.3	Ability to integrate with General Ledger to know bank account balances						
5.5.4	Ability to integrate with Payroll to know payroll, benefits, and bound forecasts						
5.5.5	Ability to integrate with Treasury to know deposit and income forecast						
5.5.6	Ability to integrate with Purchasing to know the expected spending cash forecast based on the payment terms of PO's and service contracts						
5.5.7	Ability to integrate with budget to know the expected forecasts of organization spending						
5.6. cash management reports							
5.6.1	Reconciled and unreconciled transactions report						
5.6.2	Bank reconciliation report						
5.6.3	Bank balance (Cash Management & General Ledger Differences)						
5.6.4	Cash management and bank balance differences report						
5.6.5	Cash forecast report						
5.6.6	bank accounts position report						
5.6.7	cash management and GL reconciliation report						

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Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfils the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
6.1. Investments and deposits							
6.1.1	Ability to handle investments (Fixed deposit, government bonds... Etc.) transactions						
6.1.2	Ability to create Investment master file contains the minimum of the following information:						
6.1.3	Type of investment						
6.1.4	Dealer						
6.1.5	Transaction date						
6.1.6	Investment amount						
6.1.7	Maturity date						
6.1.8	Investment commission						
6.1.9	Bank name, and account number						
6.1.10	currency						
6.1.11	long term or short-term investment						
6.1.12	Value date						
6.1.13	Interest Amount						
6.1.14	Interest Rate						
6.1.15	Number of Days						
6.1.16	Ability to obtain approval of the deal based on workflow						
6.1.17	Ability to renew the deal						
6.1.18	Ability to create bank account transfer between accounts in the same bank						
6.1.19	Ability to create bank account transfer between accounts in different bank						
6.1.20	Ability to enter bank charges						

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6.1.21	Ability to have reminders and alerts set up in the system to keep users informed at the right time regarding the funds nearing to maturity.						
6.1.22	Ability to handle "returns on investment"						
6.1.23	Ability to handle FD maturity/Sales of bonds transactions						
6.1.24	Ability to have a form in the system to maintain all the financial institutes Credit rating						
6.1.25	Ability to break the deposit investment						
6.1.26	Ability to define limit of investment with each bank						
6.2. Settlements							
6.2.1	Ability to settlement deal once the deal is approved, renewed, or not renewed						
6.2.2	Ability to handle and generate letter of money transfer to the bank						
6.2.3	Ability to receive a notification to process the settlement						
6.2.4	Ability to submit to finance department to confirmation from Bank transferred After the deal transfer is done						
6.2.5	Ability to attach the Deposit slip from the Bank against the deal and confirm						
6.3. INTEGRATION							
6.3.1	Ability to integrate with Accounts Payable to know the cash forecast						
6.3.2	Ability to integrate with Accounts Receivable to know the cash forecast						
6.3.3	Ability to integrate with General Ledger to know the cash forecast and other account balances						
6.3.4	Ability to integrate with Payroll to know the cash forecast						
6.3.5	Ability to integrate with Purchasing to know the cash forecast						
6.3.6	Ability to integrate with Reuters system to capture Bank details and interest rates.						
6.3.7	Ability to integrate with GL to generate the required accounting entries of all transactions						
6.4. Treasury reports							
6.4.1	Maturity report to track of active funds.						
6.4.2	List of active deposits with balances and rates						
6.4.3	Treasury and GL reconciliation report						

6.4.4	Deposit performance report						
6.4.5	Monthly investment monitoring report						
6.4.6	Quarterly investment monitoring report						

Functional Requirements							
Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfils the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
7.1.Key Master Data							
7.1.1	Ability to capture Fixed Asset / Intangible Assets and Intangible assets based on price and useful life parameters. For example, asset with value of more than 100KD and with a useful life of more than one financial period.						
7.1.2	Ability to maintain Fixed Asset / Intangible Assets whether bought, gifted or donated for the purpose of utilization in CITRA activities such as various type of Fixed Asset / Intangible Assets i.e. not for resale, such as building, furniture and cars.						
7.1.3	Ability to record Fixed Asset / Intangible Assets with a zero-unit price value.						
7.1.4	Ability to capture improvement costs, refurbishment cost, other expenses to the Fixed Asset / Intangible Assets book value.						
7.1.5	Ability to provide alphanumeric Fixed Asset / Intangible Assets code, minimum length is 8						
7.1.6	Ability to provide Fixed Asset / Intangible Assets long and short descriptions (minimum 50 and 30 alphanumeric)						
7.1.7	Ability to maintain Fixed Asset / Intangible Assets Major Categories/Families (minimum 2 Alphanumeric length)						

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7.1.8	Ability to maintain Fixed Asset / Intangible Assets Subcategories/Groups (minimum 2 Alphanumeric length)						
7.1.9	Ability to maintain location, departments/divisions and custodian						
7.1.10	Ability to produce and maintain Fixed Asset / Intangible Assets register that shows parties responsible using such Fixed Asset / Intangible Assets.						
7.1.11	Ability to define journal entries for different business transactions such as, Fixed Asset / Intangible Assets acquisition, Depreciation / Amortization, accumulated Depreciation / Amortization, disposal etc.						
7.1.12	Ability to support bar code tracking						
7.1.13	Ability to track warranties data						
7.1.14	Ability to track insurance data						
7.1.15	Ability to track maintenance data						
7.1.16	Ability to attach files such as documents, pictures and PDFs						
7.1.17	Ability to track items location, owner etc.						
7.1.18	Ability to assign asset to employee for which he is responsible						
7.1.19	Ability to change asset owner in case assets responsibility changes from one person to another person or when an employee leaves the organization						
7.2. TRANSACTION PROCESSING							
	Transacting Processing						
7.2.1	Ability to generate the G/L accounts automatically at end of period or upon user request						
7.2.2	Ability to supports CIP (Construction in Progress) (such as recording the construction of buildings and maintain the related invoices)						
7.2.3	Ability to process physical count transaction						
7.2.4	Ability to set-up approval hierarchy for specific transactions, such as, Fixed Asset / Intangible Assets disposal.						
7.2.5	Ability to provide workflow capabilities exist for approval routing						
7.2.6	Ability to renumber (code) a Fixed Asset / Intangible Assets / Intangible Assets, without losing its historical transactions and information						
7.2.7	Ability to amend Depreciation / Amortization rate Manually						
	Book Depreciation / Amortization						

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7.2.7	Ability to provide different Depreciation / Amortization method, For example, well known international Depreciation / Amortization and customized methods					
7.2.8	Ability to calculate Depreciation / Amortization for each Fixed Asset / Intangible Assets based on defined Depreciation / Amortization percentages and number of years. For example, building 33 years and 3% or Services					
7.2.9	Ability to review Depreciation / Amortization expenses					
7.2.10	Ability to use an unlimited number of independent Depreciation / Amortization books					
7.2.11	Ability to calculate Depreciation / Amortization with retroactive beginning date.					
7.2.12	Ability to calculate Depreciation / Amortization with a specified beginning date. For example, a month after the Fixed Asset / Intangible Assets / Intangible Assets purchase date.					
7.2.13	Ability to stop Depreciation / Amortization of a disposable Fixed Asset / Intangible Assets / Intangible Assets a month after the date of Fixed Asset / Intangible Assets / Intangible Assets disposable.					
7.2.14	Ability to restart Depreciation / Amortization of a retired Fixed Asset / Intangible Assets / Intangible Assets after extending its life due to additions or maintenance					
	Adjustments:					
7.2.15	a. Independently for each asset					
7.2.16	b. Expenses to an asset					
7.2.17	c. Amortization to assets					
7.2.18	Ability to provide Depreciation / Amortization projections (simulation)					
7.2.19	Ability to adjust asset value due to reevaluation.					
	Additions to Fixed Asset / Intangible Assets / Intangible Assets					
7.2.20	Ability to track additions by:					
7.2.21	a. P.O. number					
7.2.22	b. Voucher number, date and invoice number					
7.2.23	c. Invoice amount					

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7.2.24	d. Vendor number/name						
7.2.25	e. Cost center						
7.2.26	Ability to quickly add assets which share category information						
7.2.27	Ability to set up a separate Depreciation / Amortization book for each reporting authority						
7.2.28	Ability to assign assets to multiple:						
7.2.29	a. Divisions/Departments/Cost Centers						
7.2.30	b. Locations						
7.2.31	c. Custodians						
7.2.32	Ability to split a Fixed Asset / Intangible Assets / Intangible Assets by cost value or by a percentage, with automatic generation of the related historical records						
7.2.33	Ability while creation of Fixed Asset / Intangible Assets / Intangible Assets to clear the Fixed Asset / Intangible Assets / Intangible Assets clearing account and post to the respective Fixed Asset / Intangible Assets / Intangible Assets Account						
	Enhancements and Maintenance						
7.2.34	Ability to accumulate costs for equipment enhancements and maintenance in the current period:						
7.2.35	a. Cost of equipment						
7.2.36	b. Internal and external labor						
7.2.37	c. Materials and spare parts						
7.2.38	Ability to accept backdated maintenance cost in the current period or prior periods						
	Transfers						
7.2.39	Ability to transfer assets between:						
7.2.40	a. Divisions/Departments/Cost Centers						
7.2.41	b. Locations						
7.2.42	c. Custodians						
7.2.43	Ability to transfer all or part of an asset						
7.2.44	Ability to backdate a transfer in the current or a prior period (retroactive date)						

7.2.45	Ability to undo a new transfer at any time, with all previously applied transactions reversed						
7.2.46	Ability to transfer groups of assets						
7.2.47	Ability to recapture assets and place in inventory						
7.2.48	Ability to transfer Fixed Asset / Intangible Assets / Intangible Assets among sites (inter-sites transfer)						
	Retirement						
7.2.49	Ability to support the following functions/ categories:						
7.2.50	Fully retired						
7.2.51	Partially retired						
7.2.52	Retire by units						
7.2.53	Retire by cost						
7.2.54	Retire by age-group						
7.2.55	Reinstate retired assets						
7.2.56	Ability to process sales of Fixed Asset / Intangible Assets / Intangible Assets with the automatic creation of gain/loss transactions						
7.2.57	Different retirement accounts for gains and losses						
7.2.58	Designate for each asset sold:						
7.2.59	a. Sold by name						
7.2.60	b. Cost of removal						
7.2.61	c. Gain or loss						
7.2.62	d. Type/reason for disposal						
7.2.63	Ability to dispose Asset to make required changes in the system						
7.2.64	Ability to sell assets and calculate the proceed form sale and record the income un account receivables						
	Internal Rent Billing						
7.2.65	Ability to standardize price per each Fixed Asset / Intangible Assets / Intangible Assets/project/sub-division based on renting period (start and end dates), independent of the remaining life of the Fixed Asset / Intangible Assets / Intangible Assets						

7.2.66	Ability to change standard price without affecting previous billing transactions						
7.2.67	Ability to calculate renting bill by date and standard rate						
7.2.68	Ability to adjust manually billing amount before posting						
7.2.69	Ability to post internal billing to General Ledger by Division/Department, site						
7.2.70	Ability to capture and adjust internal rental costs.						
7.3. AUDIT TRIAL							
7.3.1	Ability to track and logs all changes to Fixed Asset / Intangible Assets / Intangible Assets master files						
7.3.2	Ability to track and log user defined transaction types						
7.4. AUTOMATIC INTEGRITY CHECK							
7.4.1	Ability to run an automatic process from within the application to calculate the detailed transaction per asset and validate the result with the assets' balances						
7.4.2	Ability to prevent any unbalanced transaction from posting						
7.4.3	Ability to report any posted transaction that is unbalanced						
7.4.4	Ability to provide automatic reconciliation process to validate, report and correct any discrepancy between the FA and the GL						
7.5. INTEGRATION							
7.5.1	Ability to integrate with General Ledger to generate accounting entries						
7.5.2	Ability to integrate with Accounts Payable to capitalize assets after they are invoiced						
7.5.3	Ability to integrate with Human Resource to obtain organization structure and locations						
7.5.4	Ability to integrate with Inventory to capitalize assets after issued from Inventory						
7.5.5	Ability to import and export all transactions and static data (i.e., FA master file, etc....) using following formats:						
7.5.6	Comma delimited						
7.5.7	Spread Sheets						
7.5.8	Open Interface (Application Programming Interface (API))						
7.6. Fixed Asset / Intangible Assets / Intangible Assets Reports							

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7.6.1	Ability to support reporting for multiple locations/regions and categories						
7.6.2	Ability to support reporting by segments combinations (accounts, asset categories)						
7.6.3	Ability to support reporting by purchasing date of Fixed Asset / Intangible Assets						
7.6.4	Ability to support retirement Register by month / asset number/group/family						
7.6.5	a. By department						
7.6.6	b. By location/region						
7.6.7	c. G/L Accounts						
7.6.8	d. By segments combinations (account, project, site, work package and jobs)						
7.6.9	e. By retirement type						
7.6.10	Ability to support Depreciation / Amortization, original costs, net book value by location report for all book						
7.6.11	Ability to support monthly and YTD activity reports of all:						
7.6.12	a. Transfers						
7.6.13	b. Acquisitions						
7.6.14	c. Retirements						
7.6.15	d. Disposals						
7.6.16	Ability to support GL reconciliation reports						
7.6.17	Ability to export and import asset data report						
7.6.18	Ability to support user defined reports						

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8.1. GENERAL REQUIREMENTS							
8.1.1	Ability to maintain different costing methods, including weighted average, last-in, purchase cost						
8.1.2	Ability to maintain multiple units of measures with conversion formula						
8.1.3	ability to have unique identifier for each item (manufacture serial number or system generated bar code)						
8.1.4	Ability to calculate the Item price based on the average of old price and the latest price this also goes for issuing, write-off.						
8.1.5	Ability to order Inventory items only by inventory department, and they should be responsible to maintain the stock level and min-max threshold						
8.2. Item Master							
8.2.1	Ability to Categories inventory, non-inventory items , and service items						
8.2.2	Item Master includes at least the following:						
8.2.3	Stock item, non-stock item, Service item						
8.2.4	Category Codes (Stationery, Computer, Spare Part, etc..)						
8.2.5	Expiry Date (if applicable)						
8.2.6	Default Location						
8.2.7	Default Vendor						

8.2.8	Minimum/ Maximum Stock Level & Re-Order Quantity						
8.2.9	Item Code						
8.2.10	Item description						
8.2.11	Unit of measure						
8.2.12	Bar code						
8.2.13	Ability to add items						
8.2.14	Ability to disable items						
8.2.15	Ability to categories and assign flexible category structure that have multiple segments like (Major Category (XX), Minor Category (XXX),Sub Category(XXXX))						
8.2.16	Ability to copy item information when creating new item						
8.2.17	Ability to assign items to inventory organization to allow using these items only						
8.3. Stores							
8.3.1	Ability to define main store and sub stores						
8.3.2	Ability to view and consolidate quantities of all items from all stores						
8.3.3	Ability to view hierarchical view of main store and sub stores						
8.3.4	Ability define and enter the storekeeper						
8.3.5	Ability to define physical and logical stores						
8.4. inventory locations (lots)							
8.4.1	Ability to define Inventory Locations, including the following location segments:						
8.4.2	Store						
8.4.3	Row						
8.4.4	Shelf						
8.5. warehouse planning (reorder or replenishment)							
8.5.1	Ability to handle replenishment mechanism based on Re-Order Point:						

8.5.2	Automatic Requisition is generated upon reaching the Minimum stock level of the item						
8.5.3	Requisition uses a predefined Re-Order quantity or quantity based on Maximum stock level of the item						
8.5.4	Ability to automatically update on-order inventory balances when creating a purchase order, and on-hand balances when receiving items						
8.5.5	Ability to keep an up-to-date status of all inventoried items and current stock levels at multiple stores						
8.6. Internal Requisition							
8.6.1	Ability to request Items from the store						
8.6.2	Ability for the users to check available quantities of any item						
8.6.3	Ability to get approval on the internal requisition through predefined workflow						
8.6.4	Ability to define the items that should be available for internal requisitions (stockable)						
8.6.5	Ability to charge the cost of the item to the requesting department						
8.7. Inventory transactions							
8.7.1	Ability to perform the following transactions in a single inventory transaction screen						
8.7.2	issues item						
8.7.3	return item from location						
8.7.4	return item to supplier						
8.7.5	receive item						
8.7.6	transfers between stores						
8.7.7	adjustments						
8.7.8	receive miscellaneous items						
8.7.9	Ability to print and sign two copies of issue note when store issue to the requesting departments						

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8.7.10	Ability to printed and signed two copies of return note when items are returned from departments to store						
8.7.11	Ability to track inventory transactions by item , store, department, general ledger charge account, and date range						
8.7.12	Ability to track usage history for material items by item, store, receiving department, and date range						
8.7.13	Ability to include online inquiry features that can show on-order and on-hand inventory balances for items at a single or all stores						
8.7.14	Ability to include an inventory transaction log						
8.7.15	Ability to identify damaged/ expired goods, type of damage, and source of damage						
8.7.16	Ability to write-off (issue) damage/ expired goods and create related GL Journals						
8.7.17	Ability to reconcile differences between outgoing quantities by product and returned quantities by product						
8.7.18	Ability to track product location in the store and indicate where products should be stored						
8.7.19	Ability for the store Clerk to perform the following:						
8.7.20	Store item purchase						
8.7.21	Store write-offs						
8.7.22	Good Receive voucher						
8.7.23	Cash buy register						
8.7.24	Ability for the user to request to return items to the store and define date , store , size , duration , temporary or permanent						
8.7.25	Ability to calculate provision for items in the warehouse						
8.7.26	Ability to calculate depreciation for items in the warehouse if required						

8.8.Physical count							
8.8.1	Ability to perform physical Inventory Count						
8.8.2	Ability to freeze store prior physical count cycle						
8.8.3	Generate physical count report by store, item , or group of items						
8.8.4	Ability to enter actual quantities and match against system quantities						
8.8.5	Reconcile variances through automatic adjustments						
8.8.6	Ability to obtain approval on the adjustment transaction						
8.9. INTEGRATION							
8.9.1	Ability to integrate with the following modules:						
8.9.2	Purchasing Module to receive items based on Purchase order number						
8.9.3	Accounts Payable allow invoice get paid after received/inspected and matched with invoice						
8.9.4	General Ledger to generate automatic journal entries to general ledger						
8.9.5	General Ledger to calculation provision accounting entries if required						
8.9.6	Fixed Asset to capitalize assets after issued from store						
8.10. Inventory Reports							
8.10.1	Ability to produce the following reports:						
8.10.2	Inventory transaction report						
8.10.3	Inventory status report						
8.10.4	Reorder analysis report						
8.10.5	Physical inventory report						
8.10.6	ABC Analysis						
8.10.7	Store Issue form						
8.10.8	Store Receiving form						
8.10.9	Store return form						
8.10.10	Item listing report						

8.10.11	Slow moving item report						
8.10.12	Average cost report						
8.10.13	Inventory Ageing report						
8.10.14	Ability to provide the following alerts						
8.10.15	Minimum Quantity items						
8.10.16	Not permitted request items						
8.10.17	Ability to define custom alerts						
8.10.18	Inventory and GL reconciliation report						

Functional Requirements							
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9.1.Key components of Functionality							
9.1.1	Ability to have Approval hierarchy capabilities for processing of receipt and collection						
9.1.2	Ability to have facilities to reconcile bank statements with amounts received						
9.1.3	Ability of the system to support processing of customer Advance Payments						
9.1.4	Ability of the system to accept payment receipts without invoices						
9.1.5	Ability to post AR sub-ledger to the general ledger automatically by the end of each financial period						
9.1.6	Ability to differentiate between rising a bill and the received amount in bank.						
9.2. Customer Information which contains:							
9.2.1	Ability to define customer which contain at least the following:						

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9.2.2	Long/ short name						
9.2.3	Contact information						
9.2.4	Customer classification (multiple categories)						
9.2.5	Payment Terms						
9.2.6	Default revenue and AR accounts for customer						
9.2.7	Ability to queries on customer balance and revenue (Year-to-date / prior year-to-date by period)						
9.2.8	Ability to attach scanned documents to customer file (Commission calculation method, etc.)						
9.2.9	Ability to have a page for every customer that shows all his transactions						
9.2.10	Ability to handle customers get acquisitioned						
9.2.11	Ability to handle duplicated customers by merging customers						
9.3.Invoice Entry							
9.3.1	Ability to generate invoices for the earns to be collected from financial markets (KSE .. Etc)						
9.3.2	Ability to enter Invoices as single documents or as a batch						
9.3.3	Ability to enter invoices with or without customer						
9.3.4	Ability to generate/ print recurring invoices						
9.3.5	Ability to define Invoice type (Cash, On Account)						
9.3.6	Ability to define Invoice layout/ format based on customer type						
9.3.7	Ability to add Miscellaneous charges						
9.3.8	Ability to generate invoices in Arabic and English						
9.3.9	The system Support multi-currency invoices						
9.3.10	Ability to generate automatic journal entries each accounting period						

9.3.11	Ability to write-off invoices						
9.3.12	Ability to enter debit memos and credit memo						
9.3.13	Ability to enter down payments						
9.4. Payment Receipt & Collection							
9.4.1	Ability to handle fees and charges						
9.4.2	Ability to handle invoice discounts for the customer						
9.4.3	Ability to handle different methods of payment including cash, checks						
9.4.4	Ability to Specify check number and date in payment receipt						
9.4.5	Ability to enter payments with or without invoice (On account)						
9.4.6	Ability to allocate payments to invoices based on (FIFO, partial allocation, single payment against multiple invoices)						
9.4.7	Ability to enter single payment to cover multiple invoices						
9.4.8	Ability of the system to recognize duplicate invoice payments						
9.4.9	Ability of the system to process unapplied payments						
9.4.10	Ability to have online facilities available for the correction of invoiced amounts						
9.4.11	Ability of the system to manage the invoice voiding process						
9.4.12	Ability to send Emails to clients for payment dues.						
9.5. Customer Contracts							
9.5.1	Ability to maintain customer contracts/ agreements in the system specifying total agreement value, payment terms, amounts, dates						
9.5.2	Ability to maintain modifications/ additions/ deletions applied to contract						

9.5.3	Ability to specify a billing cycle						
9.5.4	Ability to generate invoices against the agreement						
9.6. Sales							
9.6.1	Ability to generate cash receipt						
9.6.2	Ability to create unique serial number to cash receipt based on date of creation						
9.6.3	Integrated with the payment gateway and to create automatically cash receipt for online transactions						
9.6.4	Generate journal entries automatically for the cash receipt issued through cashier of online transactions						
9.7. Receivables reports							
9.7.1	Inquire on invoices by type, date, customer, invoice number						
9.7.2	Tracking transactions from customer payment to invoice						
9.7.3	Open invoices, variances between amount due and amount paid						
9.7.4	Customer statement (balance, revenue)						
9.7.5	Collection (payment) analysis report						
9.7.6	Aged receivables:						
9.7.7	Current period						
9.7.8	As of any specified date						
9.7.9	User defined aging periods						
9.7.10	Reconciliation report between AR and GL						
9.7.11	Customers trail balance as of date						
9.7.12	Payment analysis report						
9.7.13	Payment Collection reports, by customer, by date, by invoice type						
9.7.14	AR to GL reconciliation report						

Functional Requirements							
Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfills the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
10.1. General Requirements							
10.1.1	Ability to compare pervious KPI's results with current KPI's results, example this month KPI with previous month KPI or this month KPI with same month last year KPI						
10.1.2	Ability to setup access rights Privileges to the KPI's						
10.1.3	Ability to integrate with the ERP system to upload/refresh the figures						
10.1.4	Ability to design and implement user defined KPI's						
10.1.5	Ability to customize and publish dashboards on CITRA intranet						
10.1.6	ability to have a fixable content of the dashboards						
10.1.7	Ability to publish different type of graphs like pie charts and bar charts						
10.1.8	Ability to drill down from the reports/graphs to the detailed transactions						
10.1.9	Ability to define indicators of acceptable/warning/non acceptable ranges						
10.1.10	Ability to extract/download the KPIs from the system in a preset template or format						
10.1.11	Ability to upload the modified content onto the application, post amendments						
10.2. Strategic Performance Monitoring							

10.2.1	Comparing actual total revenues with estimated total revenues in the budget for the same period						
10.2.2	Comparing actual total operating revenues with estimated total operating revenues in the budget for the same period						
10.2.3	Comparing actual total expenses with estimated total expenses in the budget for the same period						
10.2.4	Comparing actual total administrative and general expenses with estimated total administrative and general expenses in the budget for the same period						
10.2.5	Comparing actual total depreciation expenses with estimated total depreciation expenses in the budget for the same period						
10.2.6	Comparing actual total purchases with estimated total purchases in the budget for the same period						
10.2.7	Comparing actual total surplus/ deficit with estimated total surplus/ deficit in the budget for the same period						
10.3. Liquidity Measures							
10.3.1	Ability to support liquidity ratios/ formulas:						
10.3.2	Current Ratio						
10.3.3	Cash Ratio						
10.3.4	Net Working Capital						
10.3.5	Percentage of Surplus/ Deficit to Total Assets						
10.4. Operating Efficiency Measures							
10.4.1	Ability to support Operating Efficiency ratios:						
10.4.2	Account Receivables Turnover						
10.4.3	Average Collection Period						
10.4.4	Return on Revenue						
10.4.5	Return on Total Assets						

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10.4.6	Total Asset Turnover						
10.4.7	Total Staff cost/expenses to total general and administrative expenses						
10.4.8	Percentage of Management Expenses to Total Expenses						
10.4.9	Percentage of Activity Revenue to Total Operating Income						
10.4.10	Return on Investment						
10.4.11	Average Operating Revenue Per Employee						
10.4.12	Average Travel and Per Diem Expenses for Each Employee						
10.4.13	Average Training Cost Per Employee						
10.4.14	Employee turnover rate						
10.5. Monitor performance measures							
10.5.1	Ability to support measure and monitor performance through:						
10.5.2	Number of errors/ mistakes in the reports and financial statements						
10.5.3	Delays submitting the financial reports on time						
10.5.4	Days debit outstanding (DDO) for account receivables						
10.5.5	The number of claims that CITRA have not settle						
10.5.6	Number of rejected/ declined checks on CITRA account for technical reasons						
10.5.7	Stock-out cases						
10.5.8	Percentage of total amount of unexecuted contracts to the total amount of contracts						
10.5.9	Rate of manual over automatic reconciled transactions						
10.5.10	Accuracy of forecasting						
10.5.11	Delays in approving and freezing the budget						

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10.5.12	Saving from benefit of supplier discounts						
10.5.13	Delays in suppliers delivery						
10.5.14	Manual JV per period						
10.5.15	Delays in closing the accounting periods of the sub ledger and general ledgers						
10.5.16	Headcount per department						
10.5.17	Headcount per job						
10.5.18	Average salary per job						
10.5.19	Employees absence per absence types						
10.5.20	Number of approved requisitions where PO is approved and not yet sent to supplier						
10.5.21	Number of approved requisitions where PO is approved and not yet received the goods						
10.5.22	Ability to record, track, monitor and compare the planned/target dates for KPIs as against the actual dates of completion						
10.6. Core HR BI							
10.6.1	Ability to generate the following reports division-wise, location-wise, group-wise						
10.6.2	List of Employees with Job / Position / Grade						
10.6.3	Transfer						
10.6.4	Termination						
10.6.5	Retirement						
10.6.6	Passport / Visa / Resident Card details with expiry						
10.6.7	Employee movement						
10.6.8	Absenteeism						
10.6.9	Ability to track following details for an employee						
10.6.10	Promotions						
10.6.11	Salary revision						

10.6.12	Ability to generate list of employees age-wise and period-wise and rank-wise						
10.6.13	Ability to generate report on benefits provided to an employee grade-wise and division-wise and rank-wise						
10.6.14	Ability to generate report on leave history of an employee along with balance available and expiry date						
10.6.15	Ability to track list of employees due for leave settlement including / excluding paid leave						
10.6.16	Ability to generate report for the following						
10.6.17	Leave Pay						
10.6.18	End of Service Benefits						
10.6.19	Visa						
10.6.20	Ability to generate the following reports division-wise and period-wise and rank-wise						
10.6.21	Recruitment						
10.6.22	Ability to track bonus/incentive issued to employees period-wise and division-wise and rank-wise						
10.6.23	Ability to track bank details of an employee for National and Expat						
10.6.24	Ability to track security keys/cards/codes etc issued to employees						
10.6.25	Ability for the system to generate enquiry of staff Accounts (Opening, closing balance with transactions) division-wise and period-wise outstanding and total						
10.6.26	Ability to generate report on total amount due to an employee while leaving CITRA and link it to the amount deductible						

10.6.27	Ability to generate report on variance between Salary details attached to an employee and salary details in grade						
10.6.28	Ability to compute cost to CITRA for an employee. Cost to CITRA would include Basic Salary, Allowances and other benefits						
10.6.29	Ability to generate report on allowances due to an employee for benefits provided once in 'N' years						
10.6.30	Ability to generate report on employees due for promotion						
10.6.31	Ability to generate report on employees due for retirement						
10.6.32	Ability to generate seniority report per division / department						
10.6.33	Ability to generate promotion eligibility for employees based on CITRA business rules						
10.6.34	Ability to generate organization hierarchy and compare various versions of it						
10.7. Manpower Planning BI							
10.7.1	Ability to generate Manpower plan division-wise, department-wise or role-wise (Targeted vs. Actual)						
10.7.2	Ability to generate Manpower plan budget						
10.8. Performance Management BI							
10.8.1	Ability to generate the final appraisal report for each unit/ department / division						
10.9. Payroll BI							
10.9.1	Ability to generate payroll reports with slide and dice options for all payroll components like Deductions, Salary, Continuation Certificate etc						

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10.10. Recruitment BI							
10.10.1	Ability to generate report showing the total number of candidates who have applied for each vacancy						
10.10.2	Ability to generate report showing the total number of newly hired employees division-wise, department-wise and role-wise						
10.11. Absences BI							
10.11.1	Ability to generate report on leave history of an employee along with balance available and expiry date						
10.11.2	Ability to generate report showing the live-time attendance of employee's division-wise and Department-wise and Role-wise						
10.12. HR Dashboard							
10.12.1	Ability to have HR Dashboards covering the following areas of workforce Statistics:						
10.12.2	Demographic						
10.12.3	Appointments						
10.12.4	Veteran Information						
10.12.5	Tenure Information						
10.12.6	Ability to have HR Dashboards covering the following areas of salary Statistics:						
10.12.7	Detailed salary information for each department and title						
10.12.8	Data as of a specific pay period						
10.12.9	Analytics to monitor workforce demographics in line with your recruitment and retention objectives						

10.12.10	Analytics to gain insight into the movement of top and bottom performers in the organization.						
10.12.11	Analytics to gain insight into learning demand by analyzing course enrollments by job, delivery methods, and organizations.						
10.12.12	Analytics on Compensation on performance impacts, compensation analysis across job roles/levels						
10.12.13	Analytics on Leave and Absence to get a comprehensive view into employees' current, planned, and historical absence events and to monitor absence trends as a predictor for employee engagement.						
10.12.14	Analytics on Workforce Planning to monitor workforce demographics, analyze efficiency of recruitment process lifecycle, understand and prevent the drivers of employee turnover.						
10.12.15	Analytics to provide access to a broad range of workforce-related data to support accurate planning, facilitate simulated planning scenarios, and enable continuous monitoring of actual performance relative to plan.						
10.12.16	Analytics on typical core HR processes, such as payroll, employee administration, time management, and benefits, analysis of organizational structures, relationships, and attributes of jobs and positions.						
10.12.17	Analytics on employee skills and qualifications, assessment of how well the succession programs prepares employees to assume key positions etc						
10.13. INTEGRATION							

10.13.1	Integration with GL to retrieve KPI related information						
10.13.2	Integration with Accounts Payable to retrieve KPI related information						
10.13.3	Integration with Accounts Receivable to retrieve KPI related information						
10.13.4	Integration with HR and Payroll to retrieve KPI related information						
10.13.5	Integration with Budget to retrieve KPI related information						
10.13.6	Integration with Purchasing to retrieve KPI related information						
10.13.7	Integration with Treasury to retrieve KPI related information						
10.13.8	Integration with cash management to retrieve KPI related information						
10.14. Reporting							
10.14.1	Ability to define add-hock reports						
10.14.2	Ability to generate the following:						
10.14.3	Bank Account Statement Analysis						
10.14.4	Debtors Age Analysis Report						
10.14.5	Creditors Age Analysis Report						
10.14.6	Operating Expenses Report						
10.14.7	Salary and Wages Statement						
10.14.8	Capital Expenditure Statement						
10.14.9	Voided and Rejected Checks Report						
10.14.10	Outstanding Checks Report						
10.14.11	Bank Fixed Deposits Report						
10.14.12	Working Capital Analysis Report						
10.14.13	Contract Cost Performance Report						
10.14.14	Financial Commitment Report						

Functional Requirements							
Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfills the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
11.1.KEY COMPONENTS OF FUNCTIONALITY							
11.1.1	Ability to Interfaces to general ledger						
11.1.2	Ability to process payroll calculations according to Kuwait labor law for the public sector						
11.1.3	Ability to have dynamic organization structure in place - can be modified as needed						
11.1.4	Ability to maintains organization structure and reporting relationships						
11.1.5	Ability to maintain different versions of org structures with effective dates linked to each one						
11.1.6	Ability to maintains positions, titles, job descriptions and grades						
11.1.7	Ability to maintains audit trail for data changes and updates including user, date and time.						
11.1.8	Ability to map employees to positions within the system						
11.1.9	Ability to map employees to grades and inherits all grade related attributes, such as salary range, benefits, deductions						
11.1.10	Ability to maintain core competencies and skills, integrated with personnel, performance appraisal and training development modules						
11.1.11	Ability to have a page that shows the employee's salary details, deductions and net salary						
11.1.12	Ability to prepare the monthly employees' payroll						
11.1.13	Employees payroll should contain at least the following:						
11.1.13 1	A) Salary details						
11.1.13 2	B) Over-Time						
11.1.13 3	C) Deductions						

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11.1.14	Ability to have approval hierarchy capabilities for processing of payroll payments						
11.1.15	Ability to pay salaries through cheques						
11.1.16	Ability to pay salaries through bank transfers						
11.1.17	Ability to hold salary payment for an employee with reason (based on HR decision)						
11.1.18	Ability of payroll data to be secured and access to payroll information should be limited to specific users (based on roles assigned)						
11.1.19	Ability to handle employees transfer(نقل), delegate(إعارة) and secondment(تدب)						
11.1.20	Ability for the system to manage separate procedures and reports to be maintain by two division (e.g personnel / finance) without interference						
11.1.21	Ability to handle unlimited number of employees						
11.1.22	Ability to categorized employees contracts (Top management, divisions etc.)						
11.1.23	Ability to store employee documents (Scanned Documents)						
11.1.24	Ability to transfer to GL by date of payment and payment number						
11.1.25	Ability to manage employee life events through checklist process for critical processes including Joining, Exit and Transfers						
11.1.26	Ability to integrate checklist functionality with payroll clearance process such that only once the exit checklists are cleared can the final settlements be done						
11.1.27	Ability to provide an alert in general for any type , subject or situation.						
11.1.28	Ability to handle employees commissioning and deputization						
11.1.29	Ability to fill and generate external parties official forms (ie. PIFSS)						
11.1.30	Ability to carryover annual leave balance.						
11.1.31	Ability to carryover monthly salary negative net balance.						
11.1.32	Ability to create a paperless work environment by providing the proper workflow cycle.						
11.1.33	Ability to link the employee to a sector/department/ section/...						
11.1.34	Ability to cash in annual leave balance.						

11.1.35	Ability to generate and send circulars via email to employees by positions , grade , gender , age ...etc						
11.1.36	Ability to recalculate annual leave entitlement based on CITRA regulation						
11.2.RECRUITING							
11.2.1	Manpower Planning						
11.2.1 1	Ability for each department to enter manpower needs regarding the job title, skills, experience .. Etc						
11.2.1 2	Ability for the HR department to review every department needs and analyze it						
11.2.1 3	Ability to maintain a detailed manpower Plan, indicating current and future manpower.						
11.2.1 4	Ability to convert manpower plan into an employee budget						
11.2.1 5	Ability to maintain previous years' plans						
11.2.2	Recruitment Budget						
11.2.2 1	Ability to inquiry on total headcount and compensation costs, which can be broken down by department/ section/ position/ grade.						
11.2.2 2	Ability to enter forecasts of increase/ decrease in number of employees by department/ section and evaluate the impact on each compensation cost element and on the total budget.						
11.2.2 3	Ability to provide detailed reports of manpower plans.						
11.2.2 4	Ability to provide variance report, comparing actual employment cost to estimated cost.						
11.2.3	Job description						
11.2.3 1	Ability to create jobs with all the details required (Job description, Qualification .. etc)						
11.2.3 2	Ability to edit job descriptions for any job title						
11.2.3 3	Ability to have approval hierarchy for creating/editing jobs						
11.2.3 4	Ability to define and modify CITRA job hierarchy						
11.2.4	Job Postings and Applications						
11.2.4 1	Ability to create vacancies based on job descriptions and post it online and integrate with the CITRA website						
11.2.4 2	Ability to maintain records for applicants including full applicant details and skills						

11.2.4 3	Ability to store CV's and retrieve it by date, name, qualification, skill,....						
11.2.4 4	Ability to distribute the application manually or automatically and exclude applications that does not fulfill the conditions						
11.2.4 5	Ability to schedule interviews for applicants						
11.2.4 6	Ability to track applicant status at different stages of the recruiting process, resume, 1st interview, 2nd interview, test etc						
11.2.4 7	Ability to filter CV's received in accordance with job specifications and keyword searches.						
11.2.5	Interviewing						
11.2.5 1	Ability to maintain interview tests and results						
11.2.5 2	Ability to have interview assessment form built in including rating mechanism etc.						
11.2.5 3	Ability to handle costs (accommodation, transportations .. Etc) for candidates who are not living in the country						
11.2.5 4	Ability to enter terms and conditions for the vacancy (age, availability, health fitness, valid residency .. Etc)						
11.2.5 5	Ability to attach scanned documents (contracts, Passport copy .. Etc) with the employee record						
11.2.6	Induction						
11.2.6 1	Ability to maintain applicant personnel related information including skills and competencies						
11.2.6 2	Ability to generate employee master record from applicant record when applicant is hired						
11.2.6 3	Ability to track employee probation period and provide alerts about the end of probation						
11.2.6 4	Ability to set a limit days for the induction period						
11.3.EMPLOYEE INFORMATION MAINTENANCE							
11.3.1	Employee Personal Information						
11.3.1 1	Ability to enter employee details						
11.3.1 2	Ability to enter unique employee number, which can be generated automatically or entered manually						
11.3.1 3	Ability to enter employee address in flexible format						
11.3.1 4	Ability to enter employee personal information (marital status, gender, date of birth etc.)						

11.3.16	Ability to maintain and track employee's family information (gender, age, etc. of family members)					
11.3.17	Ability to have unlimited number of years of history					
11.3.18	Ability for the system to accommodate single employees file with multiple contracts					
11.3.2	Employee Professional Information					
11.3.2 1	Ability to provide full details of employment history including promotions, increments, and changes in positions					
11.3.2 2	Ability to maintain and inquire on employee competencies, skills, and career development plan & history					
11.3.2 3	Ability to provide an alert when employee reaches a certain age					
11.3.3	Contract Information					
11.3.3 1	Ability to maintain the following (but not limited to) information:					
11.3.3 1.1	A) Contract No. and status					
11.3.3 1.2	B) Contract terms (if applicable)					
11.3.3 1.3	C) Full time/Part time or temporary					
11.3.3 1.4	D) Contract expiry date					
11.3.3 1.5	E) Date joined					
11.3.3 1.6	F) Joining salary					
11.3.3 1.7	G) Joining position					
11.3.3 1.8	H) No. of working days and hours/month (if not standard)					
11.3.3 1.9	I) Notice period					
11.3.3 1.10	J) Current Basic Salary					
11.3.3 1.11	K) Bank code and account number					
11.3.3 2	Ability to assign position with default contract terms					
11.3.3 3	Ability to provide alert regarding expiry of contract before end of notice period					
11.3.4	Government Relations & Immigration (Expatriate employees)					
11.3.4 1	Ability to maintain information including but not limited to					
11.3.4 1.1	A) Residence No.					
11.3.4 1.2	B) Civil ID no.					
11.3.4 1.3	C) Expiry Dates					
11.3.4 2	Ability to generate forms and letters and/or attachments required for renewal of documents related to the employee's work permit.					

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11.3.4.3	Ability to notify HR regarding expiry of residence permits for expatriate employees and their dependents						
11.4. COMPENSATION & BENEFITS							
11.4.1	Ability to handle compensation consists of basic salary plus benefits and allowances						
11.4.2	Ability to link compensation range to grade						
11.4.3	Ability to link benefits to the following factors: nationality, gender, marital status, number/ age of children, educational degree. With effective dates.						
11.4.4	Ability to maintain a government awarded monthly benefit, which can be incorporated into social security calculations						
11.4.5	Ability to integrate Benefits/ allowances with payroll						
11.4.6	Ability to pay Benefits/ allowances separately from payroll for all or some employees						
11.4.7	Ability to provide a complete history of benefits						
11.4.8	Ability to handle the deferred compensation benefits						
11.4.9	Ability to calculate performance increment, raise, promotion and upgrades financial changes electronically without the need of manual entry						
11.4.10	Ability to compensate committees' rewards						
11.4.11	Ability to compensate teams' rewards						
11.5.SALARIES STRUCTURE							
11.5.1	Ability to have salaries structure for each grade which contains range of salaries						
11.5.2	Ability to have special contracts as exceptions of the salaries structure						
11.6.SOCIAL SECURITY							
11.6.1	Ability to provides Social Security functionality						
11.6.1.1	Social Security calculation:						
11.6.1.2	A) Ability to calculate the social security deduction from the basic salary						
11.6.1.3	B) Applies an overall percentage to the total salary						
11.6.1.4	C) Calculates and maintains deductions from employees and from employer (CITRA) separately, as per predefined rates						
11.6.2	Ability to integrate Social Security deductions with payroll						

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11.6.3	Ability to provide detailed report of deductions from employees and CITRA						
11.6.4	Ability to automatically update the social security balances when running the payroll						
11.7.DEDUCTIONS							
11.7.1	Ability to calculate deductions for lateness or absenteeism from time & attendance						
11.7.2	Ability to maintain other deductions related to Social Security, Phone bill, etc.						
11.7.3	Ability to override (stop) deductions						
11.7.4	Ability to have user defined deductions and formula for deduction calculation						
11.7.5	Ability to set a maximum deduction limit where deductions can't exceed						
11.8.PAYROLL CALCULATION							
11.8.1	Ability to charge employees payroll payments to their cost/profit center						
11.8.2	Ability to have detailed payroll inquiries with year-to-date, quarter-to-date, month-to-date or inception-to-date fields						
11.8.3	Ability to incorporate salary increments in payroll calculation						
11.8.4	Ability to incorporate benefits, allowances and deductions in payroll calculation						
11.8.5	Ability to generate bonus payments as part of the payroll run or separate from payroll run						
11.8.6	Ability of GL Integration - upon approval of payroll report, journal entries are automatically generated against the defined employee accounts (salaries, benefits, deductions...)						
11.8.7	Ability to generate bank related payroll report for salaries deposit (electronically)						
11.8.8	Ability to generate checks for certain payments, such as leave						
11.8.9	Ability to generate and distribute pay-slips through email						
11.8.10	Ability to enquire/ report on all payroll elements - benefits, allowances, deductions, leave, etc. - summarized or by employee						
11.8.11	Ability to automatically calculate end of service indemnity						
11.8.12	Ability to allow unlimited number of pay types						

11.8.13	Ability of pay slip to show employer and employee benefits and leave accruals by payroll and year to date						
11.8.14	Ability for the system to support online payments of benefits						
11.8.15	Ability for the user to leave messages on the pay slip						
11.8.16	Ability for the system to run salaries by employees assigned categories						
11.8.17	Ability to generates increments upon evaluation scales for employees						
11.8.18	Ability for the system to generate pay slips, promotions notifications via email						
11.8.19	Ability for the system to calculate leave and indemnities provisions						
11.8.20	Ability to generates salaries based on Kuwaiti local banks formats and statements						
11.8.21	Ability for the system to allow to create different type of pay elements (recurring and one-time)						
11.8.22	Ability for the system to perform all calculations retroactively without an manual interventions for calculations and processing						
11.8.23	Ability for the system to generate bonuses, awards .. etc separately from salaries						
11.8.24	Ability for the system to distribute salary and benefits by department/cost center to multiple funds and accounts reflecting the CITRA- CITRA chart of account						
11.8.25	Ability to print paychecks, specify any specific printers or hardware requirements						
11.8.26	Ability to run/pay/post payroll for single employee						
11.8.27	Ability to run salaries by category, Division, Department, employee						
11.8.28	Ability to pay salaries through cheques by multiple banks						
11.8.29	Ability to conduct compensation allocation process using multiple criteria and eligibilities for components including bonus, increments etc						
11.9.PROMOTIONS & INCREMENTS							
11.9.1	Ability to link annual salary increment with performance appraisal						
11.9.2	Ability to apply salary increments by percentage or as absolute value						
11.9.3	Ability to validate salary increments against grade						
11.9.4	Ability to perform a promotion from a grade to another grade						

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11.9.5	Ability to have promotional increment - limited by grade and also by predefined percent limits						
11.9.6	Ability to maintain and inquire on the following:						
11.9.7 1	A) Number of promotions						
11.9.7 2	B) Last designation						
11.9.7 3	C) Open positions						
11.9.7	Ability to enter different types of allowances (Car, Transfer, Petrol, Tickets, Social .. Etc)						
11.9.8	Ability to enter performance rewards						
11.9.9	Ability to enter End of services rewards based on equations						
11.9.10	Ability to validate salary increments against grade and job title ranges						
11.9.11	Ability to send notification reports/Alerts directly from the system to employees who have changes applied to their salaries due to promotions, raises, annual bonus Etc. rather than sending it through e-mail.						
11.10.INSURANCE							
11.10.1	Ability to maintain insurance eligibility, claims, and other information related to health insurance						
11.10.2	Ability to interface between payroll and financials with regards to insurance payments and premiums						
11.11.TIME ATTENDANCE							
11.11.1	Ability to have time and attendance reporting						
11.11.2	Ability to interface with time and attendance tracking system						
11.11.3	Ability to maintain normal work hours, overtime hours per employee						
11.11.4	Ability to link time reporting to payroll to add overtime or deduct unauthorized absences						
11.11.5	Ability to enter the holidays and rest days in a flexible way every year						
11.11.6	Ability to handle time shift attendance						
11.12.ABSENCE							
11.12.1	Ability to maintain unlimited absence types (authorized, unauthorized)						

11.12.2	Ability for the system to deduct from leave balance If it is authorized absence, If not deducts from payroll and not considered for leave calculation						
11.12.3	Ability for salary deduction and penalty for unauthorized absence						
11.12.4	Ability to maintain report on absenteeism by job, position, grade, employee and department						
11.12.5	Ability to alert managers on absence and notify employee via email						
11.13. OVERTIME							
11.13.1	Ability to flag employees entitled for overtime						
11.13.2	Ability to calculate overtime based on time report/ or as per time allotted in the system						
11.13.3	Ability to have overtime authorization procedure						
11.13.4	Ability to calculate overtime based on percentage of the employee salary						
11.14. LEAVE TRACKING							
11.14.1	Ability to allocate and schedule leave						
11.14.2	Ability to maintain different types of leave - annual, without pay, Hajj, maternity, etc.						
11.14.3	Ability to calculate annual leave balance (in days) based on the required working experience years						
11.14.4	Ability to maintain annual holidays, and exclude (along with Fridays) when it falls within vacation						
11.14.5	Ability to track start date of leave and date of resumption of work						
11.14.6	Ability to calculate sick leave pay according to CITRA policies (e.g 15 Days with full pay, 15 days with 50% of salary, 15 days with 25% of salary, 15 days with 0% of salary .. etc)						
11.14.7	Ability to compensate an employee at the end of his service for the untaken leaves						
11.14.8	Ability for the annual employee leave balance to be converted and paid to the employee according to CITRA policy						
11.14.9	Ability for the system to maintain public holidays with the effect of the employees leave						
11.14.10	Ability to allow employees to apply for leave encashment						
11.14.11	Ability to define the below business rules for leave encashment						
11.15. DISCIPLINARY ACTION							

11.15.1	Ability to calculate applied penalties and to directly link to payroll						
11.15.2	Ability to enter the penalties of the investigation in the employee record						
11.16. SELF SERVICE							
11.16.1	Ability for employee to inquire on their personal information, including salary, leave, etc.						
11.16.2	Ability for employee to submit requests online - leave, salary certificate, etc.						
11.16.3	Ability to process the employee requested forms (Approvals, notifications)						
11.16.4	Ability for the employee to edit his personal information						
11.16.5	Ability to route the leave requests to the employee managers email account for approval						
11.17. PERFORMANCE APPRAISAL							
11.17.1	Ability to link competencies and skills						
11.17.2	Ability to maintain employee appraisal schedule and alerts managers accordingly						
11.17.3	Ability to provide behavioral and technical evaluation, with ability to modify the format by user						
11.17.4	Ability to maintain performance appraisal related forms within the system						
11.17.5	Ability to process evaluations based on predefined evaluation criteria						
11.17.6	Ability to link time attendance information to performance appraisal						
11.17.7	Ability to link training information to performance appraisal						
11.17.8	Ability to generate evaluation results reports, Graphs (bell curves) according to sectors, divisions etc.						
11.18. OFFICIAL DUTIES							
11.18.1	Ability to enter rest days for employees going on official duties based on the country						
11.18.1 1	A) 1 Day off before and after travelling for certain countries						
11.18.1 2	B) 2 Days off before and after travelling for other certain countries						
11.18.2	Ability to enter travel allowance for the employees travelling on official duties depend on their level						
11.19. GRIEVANCES							
11.19.1	Ability to generate a report about the grievance						

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11.20. END Of SERVICE							
11.20.1	Ability to terminate employee contract						
11.20.2	Ability to send notification to the employee about his termination						
11.20.3	Ability for the system to cover the end-to-end process of exit process including initiation/approval workflow, clearance process and settlements process to flow end of service information to payroll for closure through automated EoS calculations and other calculations based on clearance process.						
11.21. EMPLOYEE TRAINING & CAREER DEVELOPMENT							
11.21.1	Training Needs Analysis						
11.21.1.1	Ability to create personal development plan for each employee						
11.21.1.2	Ability to specify training needs by matching skills profile with job required skills/ competencies						
11.21.1.3	Ability to notify employees of anticipated training courses via email, indicating the estimated date and duration.						
11.21.1.4	Ability for employee to accepts/ rejects proposed course, indicating reasons for rejection.						
11.21.1.5	Ability for the system to prevents repetition of the same course for the same employee.						
11.21.1.6	Ability to maintain and inquire training history for each employee						
11.21.1.7	Ability to check funds by linking to the training budget						
11.21.2	Training Program Monitoring & Tracking						
11.21.2.1	Ability to enter new course information in the system						
11.21.2.2	Ability to enter and maintain all information related to the training course, including trainer, trainees, location, course description, etc.						
11.21.2.3	Ability to maintain course schedule						
11.21.2.4	Ability to specify the different stages that courses go through - planning, execution, evaluation						
11.21.2.5	Ability to update employee skills profile based on course attendance						
11.21.2.6	Ability to enter and maintain issues, remarks, or any additional details regarding the course.						
11.21.2.7	Ability to recover the cost incurred on training from employee during settlements based on organizational policy of set period within which if the employee exits CITRA						
11.21.3	Training Evaluation						

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11.21.3 1	Ability to evaluate training by attendees after its completion						
11.21.3 2	Ability for manager to evaluate an employee after attending training						
11.22. REPORTS							
11.22.1	Ability to generate the following reports:						
11.22.1 1	A) Recruitment report						
11.22.1 2	B) Recruitment budget variance report						
11.22.1 3	C) Employee information (name, address, job title, salary...)						
11.22.1 4	D) Employee history (skills, promotions, increments, deductions...)						
11.22.1 5	E) Social Security report						
11.22.1 6	F) Immigration status reports						
11.22.1 7	G) Immigration documents						
11.22.1 8	H) Time & Attendance report						
11.22.1 9	I) Payroll register by department						
11.22.1 10	J) Print pay slips						
11.22.1 11	K) Print bank payroll report						
11.22.1 12	L) Payroll breakdown by employee						
11.22.1 13	M) Payroll breakdown by element (For ex: Basic salary, Housing allowance, Transport Allowance etc)						
11.22.1 14	N) Overtime summary per employee and location						
11.22.1 15	O) Sick leave payments						
11.22.1 16	P) Employees on vacation report						
11.22.1 17	Q) Vacation accruals per employee						
11.22.1 18	R) End of service payments						
11.22.1 19	S) Training course description and cost						
11.22.1 20	T) Training evaluation (course & attendee evaluation) results						
11.22.1 21	U) Training history report						
11.22.1 22	V) Bank statement for each bank						
11.22.2	Ability to the system to maintain trial history and audit reports						
11.23. INTEGRATION							
11.23.1	Ability to seamlessly integrate with manpower planning and budgeting system						
11.23.2	Ability to seamlessly integrate with ledgers and financials for payroll accounting						

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11.23.3	Ability to seamlessly integrate with other departments like purchasing etc for HR related transactions						
11.23.4	Ability to seamlessly integrate with 3rd party tools including recruitment agencies, attendance systems etc for real-time information exchange and updates						
11.23.5	Ability to integrate with KIOSK devices for employees to generate/print their online approved requests. For ex: To print their salary certificates etc						
11.23.6	Ability to integrate with the electronic signature system (HSM - hardware security module)						
11.23.7	Ability to integrate with the employee civil id system (Kuwait Mobile ID App)						
11.23.8	Integrate with the active directory						
11.23.9	Ability to integrate with various products (etc Microsoft)						
11.23.10	Ability to integrate with CITRA's fingerprint system						
11.24. HR Reports							
11.24.1	Ability to support SQL Query capabilities						
11.24.2	Ability to merge query results with standard reports						
11.24.3	Ability to allow export of queries to:						
11.24.3 1	A) Acrobat PDF						
11.24.3 2	B. MS Excel						
11.24.3 3	C) MS Word						
11.24.3 4	D) XML						
11.24.4	Ability to provide report developing tools for designing new reports						
11.24.5	Ability to provide reports with drill down capabilities for data elements						
11.24.6	Ability to provide ad hoc reporting capabilities that allows for easy selection of fields and defining of calculations						
11.24.7	Ability to generate at employee level or higher levels with what-if analysis. For ex: To view the payroll results based on future deductions entered now etc						
11.24.8	Ability to generate complete history at employee level or to generate historical data for a particular component based on effective date. For ex: Position changes of an employee over a period of last 5 years						

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Functional Requirements							
Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfils the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
DATABASE REQUIREMENTS							
12.1. GENERAL REQUIREMENTS							
12.1.1	Ability to provide Tier 1 RDBMS (e.g. SQL Server, Oracle etc.)						
12.1.2	Ability to handle data in both English and Arabic						
12.1.3	Ability to support multiple platforms/ operating systems						
12.1.4	Ability to support web services						
12.1.5	Ability to support connectivity with other Tier 1 RDBMS						
12.1.6	Ability to provide the following tools:						
12.1.7	a. Graphical tools for DBA to administer duties						
12.1.8	b. Data Conversion						
12.1.9	c. Database tuning						
12.1.10	Ability to provide capabilities for online backup and maintenance scheduling						
12.1.11	Ability to run SQL queries						
12.1.12	Ability to maintain an Audit Log of all transactions performed on it by the application						
12.1.13	Ability to support mirroring for high data availability						
12.1.14	Ability to provide standard major backup applications available in the market						

12.1.15	Ability to support disaster tolerance capabilities without the need of third party software.						
12.1.16	Ability to print signature on specific forms in the system						
12.1.17	Ability to provide special printing configurations and/ or use standard Windows-based printer						
ERP SYSTEM REQUIREMENTS							
12.2 TECHNICAL ARCHITECTURE							
12.2.1	Ability to support Windows Server and Linux OS (latest edition) operating systems for the Server						
12.2.2	Ability to support the Windows (latest edition) operating system for the clients						
12.2.3	Ability to support Intel based servers						
12.2.4	Ability to support Intel based clients						
12.2.5	Ability o provide menu driven system						
12.2.6	Ability to provide a fully integrated system with no re-entering of data						
12.2.7	Ability to provide a web enabled system						
12.2.8	Ability to support Open Technology standards (e.g. J2EE, .NET, XML)						
12.2.9	Ability to provide Electronic Data Interchange (EDI) capabilities						
12.2.10	Ability to support Microsoft Office XP						
12.2.11	Ability to provide APIs or other interfacing protocols for interfacing with other databases and applications (Provide a list of protocols available)						
12.2.12	Ability to provide 3 tier client/ server application						
12.3 APPLICATION ADMINISTRATION							
12.3.1	Ability to allow easy setup of user profiles/ accounts						
12.3.2	Ability to allow replication of created user profiles/ accounts						

12.3.3	Ability to provide tools for performance monitoring and maintenance of the application						
12.3.4	Ability to provide Application Administrator with tools for monitoring specific routines being accessed by users and killing user sessions if required						
12.3.5	Ability to monitor users that are logged in and to show list of users with						
12.3.6	a. Date of access						
12.3.7	b. Time of access						
12.3.8	c. Routine being accessed						
12.3.9	Ability to run on windows network/ windows work stations						
12.4 SYSTEM SECURITY							
12.4.1	Ability to support the following access security restrictions:						
12.4.2	a. By day of the week						
12.4.3	b. By hours of the day						
12.4.4	c. By range of dates						
12.4.5	d. By user identification						
12.4.6	Ability to provide system access controlled by user ID at:						
12.4.7	a. Department level						
12.4.8	b. Application level (e.g., GL, AP, AR)						
12.4.9	c. Functional or menu level (e.g., data entry, data inquiry, budgeting)						
12.4.10	d. File level						
12.4.11	e. Screen level						
12.4.12	f. Field level on a screen						
12.4.13	g. Abilities by function (e.g., add or change)						
12.4.14	h. Transaction level (e.g., normal credit/debit, reversing entry, prior period adjustment)						
12.4.15	i. IP address						

12.4.16	Ability to generate security exception reports that lists the users who have accessed the system and highlights attempts to gain unauthorized access						
12.4.17	Ability to prohibit users from accessing specific account codes or account segments						
12.4.18	Ability to provide role Based Access restrictions						
12.4.19	Ability to link security settings to the specific user account/ profile as well as to user role						
12.4.20	Ability to define user role within the system controls default menu options, privileges and security settings						
12.4.21	Ability to allow for delegation of user security privileges to another user for set durations						
12.4.22	Ability to define data security access rights and data access restrictions (i.e. Security should be by group of users, single user for all system functions reports, forms. Also by Insertions, update, delete for each user).						
12.4.23	Ability to provide basic password protection for system access						
12.4.24	Ability to provide the following password specifications:						
12.4.25	a. Password must include numbers						
12.4.26	b. Password cannot be the same as prior password						
12.4.27	Ability to provide reports security, such as, print or view only						
12.4.28	Ability to provide menus with drill-down capabilities						
12.4.29	Ability to provide complete on-line help function						
12.5 SYSTEM CONTROL							
12.5.1	Ability to avoid data entry duplication. This provides greater efficiency, timely information,						

	and eliminates errors introduced through data re-entry.						
12.5.2	Audit Trail						
12.5.3	Ability to maintain Audit Trail based on:						
12.5.4	a. Transactions created by user						
12.5.5	b. Transaction creation date & time						
12.5.6	c. Changes to Master File (Updated by and last updated date)						
12.5.7	d. Invalid access attempts						
12.5.8	Ability to maintain Audit Trail information for 5 years						
12.5.9	Sequential Numbering						
12.5.10	Ability to automatically assigns sequential numbers to all documents and transactions						
12.5.11	Ability to provide each transaction type with its own sequential numbers						
12.5.12	Ability to relate sequential numbers with fiscal year						
12.5.13	Ability to generate sequential numbers without any gaps at all times						
12.5.14	Ability to maintain a log of all deleted/ reversed transactions and documents						
12.5.15	Ability to assign sequential numbers only after confirmation of transaction						
12.6 BATCH PROCESSING							
12.6.1	Ability to provide batch Job Scheduler capabilities						
12.6.2	Ability to allow concurrent operation of online batches and manual jobs						
12.6.3	Ability to manager batch jobs through a queue that allows prioritizing jobs based on						
12.6.4	a. User role						
12.6.5	b. Job type						
12.6.6	Ability to reset job execution priorities of jobs already pending in queue						

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12.6.7	Ability to support real-time processes						
12.7 CUSTOMIZATION TOOLS							
12.7.1	Ability to provide the following customization tools						
12.7.2	a. Online testing/ debugging aids						
12.7.3	b. Application development tools						
12.7.4	Ability to provide screens the can be customized for:						
12.7.5	a. Security						
12.7.6	b. User						
12.7.7	Ability to reformat the Input fields by:						
12.7.8	a. Users						
12.7.9	b. Technical support						
12.7.10	Ability for provide new or customized functionality to be added either by CITRA or by a third party working on behalf of CITRA.						
12.7.11	Ability to explain the upward compatibility of each customization option with standard upgrades, patches etc:						
12.7.12	a. Soft Customization						
12.7.13	b. Hard Customization						
12.7.14	Ability to provide the following application environments						
12.7.15	a. Development						
12.7.16	b. Testing						
12.7.17	c. Production						
12.7.18	Ability to refresh the testing database from the production database						
12.8 QUERYING & REPORTING							
12.8.1	Ability to support SQL Query capabilities						
12.8.2	Ability to merge query results with standard reports						
12.8.3	Ability to allow export of queries to:						
12.8.4	a. Acrobat PDF						

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12.8.5	b. MS Excel						
12.8.6	c. MS Word						
12.8.7	d. XML						
12.8.8	Ability to allow easy customization of standard reports						
12.8.9	Ability to provide report developing tools for designing new reports						
12.8.10	Ability to provide reports with drill down capabilities for data elements						
12.8.11	Ability to provide ad hoc reporting capabilities that allows for easy selection of fields and defining of calculations						
12.9 USER INTERFACING							
12.9.1	Ability to provide completely driven menu						
12.9.2	Ability to allow access through any standard web browser						
12.9.3	Ability to allow for customizable role base home pages with customizability based on:						
12.9.4	a. Security Privileges						
12.9.5	b. User Role						
12.9.6	c. Department						
12.9.7	Ability to allow user to customize screen format and to save preferences						
12.9.8	Ability to support Type Ahead capabilities						
12.9.9	Ability to support the following navigation features:						
12.9.10	a. Menus for infrequent users						
12.9.11	b. Commands for experienced users (Short cuts)						
12.9.12	c. User-defined commands						
12.9.13	d. User-defined menus						
12.9.14	Ability to reformat screen input fields						
12.9.15	Ability to define screens per user						

12.9.16	Ability to Hide Buttons, fields and functions by user						
12.10 ARABIZATION							
12.10.1	Ability to provide menu options and Graphical User Interface (GUI) in both English and Arabic						
12.10.2	Ability to allow users to sign on to an English or Arabic environment based on profile settings						
12.10.3	Ability to maintain data in both English and Arabic for Names and Addresses of Employees, Vendors, Customers and other such fields.						
12.10.4	Ability to support both Arabic and English languages for the generated reports.						
12.11 APPLICATION ACCESS							
12.11.1	Ability to provide Self Service capabilities						
12.11.2	Ability to provide remote access capabilities						
12.11.3	Ability to access application through smart devices including mobile, tab etc						
12.12 WORKFLOW MANAGEMENT							
12.12.1	Ability to provide standard workflow tools that provide for basic approvals such as (but not limited to):						
12.12.2	a. Purchase Requisition						
12.12.3	b. Employee Leave Request approval						
12.12.4	c. Invoice Approval						
12.12.5	Ability to provide advanced workflow capabilities for development of additional workflows as required						
12.13 ERROR HANDLING							
12.13.1	Ability to trap a transaction failure through:						
12.13.2	a. Application software						
12.13.3	b. DBMS						
12.13.4	Ability to provide manual containing all system error messages and correction procedures provided?						
12.14 HELP FEATURES							

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12.14.1	Ability to provide a look-up tables which are suppressed for certain users (By Function)						
12.14.2	Ability to provide help at these levels:						
12.14.3	a. Field						
12.14.4	b. Screen						
12.14.5	c. Menu						
12.14.6	d. Error message help						
12.15 DATA DICTIONARIES							
12.15.1	Ability to facilitate use the data dictionary through:						
12.15.2	a. Report writer						
12.15.3	b. Application modules - On-line						
12.15.4	c. Application modules - Batch						
12.15.5	d. Query facility						
12.15.6	e. Interface facility/reformatted						
12.15.7	f. Other (specify)						
12.15.8	Ability to perform a mass-change utility for file names, data names, through data dictionaries						
12.16 APPLICATION INTEGRATION							
12.16.1	Ability to integrate with the Web Portal (Web Application Server)						
12.16.2	Ability to integrate with external systems through standard gateways and interface tables						
12.16.3	Ability to offer web-browser for basic input or reporting (Intranet integration)						
12.16.4	Ability of system to facilitate the exchange of information by supporting electronic messaging and mail functions.						
12.17 DOCUMENTATION							
12.17.1	Ability to provide the following documentation:						
12.17.2	a. Data processing manuals						
12.17.3	b. Error guide						
12.17.4	c. Quick reference guide						

12.17.5	d. Trouble shooting guide						
12.17.6	e. Record layouts						
12.17.7	f. Application overview descriptions						
12.17.8	g. Technical design Documentation (Table, index, etc.)						
12.17.9	h. Installation procedures						
12.17.10	i. role-based user guides						
12.17.11	Ability to archive historical data						
12.18 High Availability							
12.18.1	The hardware for the ERP system should be high availability						
12.18.2	The hardware for the Portal should be high availability						

Functional Requirements							
Ref. No.	Requirement Description	Vendor Response	Specify the component that fulfils the required functionality	Is the proposed component part of scope or is it optionally proposed?	Is the proposed component included in the cost?	Reference page number in the proposal that details the component	Comments
13.1. Vendor Portal							
13.2.1	Ability to for the suppliers to register						
13.2.2	Ability to collect registration fees if applicable						
13.2.3	Ability for the suppliers to submit invoices						
13.2.4	ability for the suppliers to inquire about invoice status						

13.2.5	<p>Ability of portal to allow suppliers to conduct the below activities:</p> <ol style="list-style-type: none"> 1. Invoicing process from submission till payments 2. Receive receipt and notifications on disbursement <p>Taking into considerations:</p> <ol style="list-style-type: none"> a. CITRA Policy and procedures b. Approval process c. Documents required for processing d. Authority Matrix <p>The process should cover all types of invoices. Indicative list as below:</p> <ol style="list-style-type: none"> i. PO Invoices ii. Contract Invoices iii. Blanket Purchase Order Invoices iv. Petty Cash 						
13.2. Employee External Portal							
13.3.1	Ability for employees to perform self-services through external portal like leave request, salary certificate request						
13.3. Employee Internal Portal							
13.4.1	Ability for employees to perform self-services through internal portal like leave request, salary certificate request						
13.4.2	Ability to publish announcement and memos						
13.4. INTEGRATION							
13-5-1	Ability to integrate the vendor portal with the ERP system						
13-5-2	Ability to integrate the Employee external portal with the ERP system						
13-5-3	Ability to integrate the Employee internal portal with the ERP system						

13.5.4	Ability to integrate with the existing .Net portal and payment gateway to capture revenue related to company registration and applied fines						
13.5 Reports							
13.6.1	<u>Invoices status report covering, but not limited to, statuses including submission status, received status, completed status etc.</u>						
13.6.2	Portal administration reports like						
13.6.3	Number of active users						
13.6.4	Number of visits						
13.6.5	History of visits						
13.6.6	Portal content						
13.6.7	Failed login						
13.6.8	Successful login						

Functional Requirements							
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14.1. PROJECT BUDGETING							
14.1.1	Ability to enter project budget projections by time period and conduct cash-flow and profitability analysis						
14.1.2	Ability to incorporate additional cost elements such as interest rate						
14.1.3	Ability to control and compare project budget with actual project related procurements and expenses						
14.1.4	Ability to manage projects Budget that span across CITRA financial year						

14.1.5	Ability to carry forward the remaining budget from the previous year to the next financial year						
14.2. PROJECT DEFINITION							
14.2.1	Ability to define project information such as						
14.2.2	Project No.						
14.2.3	Project Type/ Classification						
14.2.4	Contract No.						
14.2.5	Supplier name						
14.2.6	Owner (department)						
14.2.7	Site(s)/ Location(s)						
14.2.8	Start Date						
14.2.9	End Date						
14.2.10	Project Manager						
14.2.11	Insurance Details specific to the Project if applicable						
14.2.12	Sub contractors						
14.2.13	Related Guarantees						
14.2.14	Budget Amount						
14.2.15	Ability to differentiate between projects and to provide other units with the authority to follow up with certain kind of projects						
14.3. WBS STRUCTURE							
14.3.1	The to define the work break down structure (WBS) in the following levels:						
14.3.2	Projects						
14.3.3	Milestones						
14.3.4	Tasks or key activities						
14.3.5	Resources						
14.4. WBS							
14.4.1	Ability to define duration estimation, for the WBS						
14.4.2	Ability to enter descriptive information for the WBS						
14.4.3	Status monitoring, Risk Management and Issue Management should be maintained						

14.4.4	Ability to define and monitor Milestones (group of tasks from the projects)						
14.4.5	Ability to monitor Time (schedule)and monitoring Earned Value Method (EVM)						
14.4.6	Ability to link milestones with payments						
14.5. COST CENTER CREATION (For each new project)							
14.5.1	Ability to enter one or multiple cost centers with Account Structure that is retrieved from the Chart-of-Accounts						
14.5.2	Ability to allocate percentages of the project budget to different cost centers						
14.5.3	Ability to map WBS elements to the Account Structure						
14.6. PROJECT SCHEDULE							
14.6.1	Ability to maintain the project schedule						
14.6.2	Ability to maintain two types of dates – planned and Actual						
14.6.3	Ability to maintain the base line schedule						
14.6.4	Ability to track percentage of completion, status , owner, and dependencies						
14.7 PROJECT MONITOR AND CONTROL							
14.7.1	Ability to generate Material requests with approval and project level budget control, and to define the quantities required and the dates in which they are required.						
14.7.2	Ability to distinguish procured items and to send a purchase request to Procurement						
14.7.3	Ability to support work in progress transactions whereas can be capitalized after project						
14.7.4	Actual and Budget values are maintained for each cost account						
14.7.5	Ability to perform detailed Actual vs. Budget analysis						
14.7.6	Ability to adjust the budget variations occurring during the project life						

14.7.7	Ability to provide access to departments to view-only the project information						
14.8. PROJECT INVOICING							
14.8.1	Ability to generate invoices linked to the project contract						
14.8.2	Ability to track project financial status upon achieving progress (percent of completion) of agreed on parameters such as milestone, tasks completed, etc.						
14.8.3	Ability to maintain a history of all the invoices generated against a specific project						
14.8.4	Ability to place project activities on hold in the case of delay in payment of invoices						
14.9. PROJECT BUDGET ANALYSIS CAPABILITIES							
14.9.1	Ability to compare Actual versus budget for each project where enquiries can be detailed or summarized						
14.10. PROGRESS TRACKING CAPABILITIES							
14.10.1	Ability to track project progress at the Work Packet level						
14.10.2	Ability to track progress in terms of Earned Value Method (EVM)						
14.10.3	Ability to monitor Planned vs. Actual in terms of percentage complete at a particular date						
14.11. CHANGE ORDERS							
14.11.1	Ability to enter and maintain details of the Change Orders requested by the customer						
14.11.2	Ability to estimate the impact on cost and schedule						
14.11.3	Ability to track the status of the change order; ability to approve the change order and adjust the budget and schedule accordingly						
14.12. RISK & ISSUE MANAGEMENT							
14.12.1	Ability to maintain logs of risks and issues identified throughout the project						
14.12.2	Ability to assign actions to project resources based on the risks and issues						

14.12.3	Ability to track the status of the risks and issues (raised, pending, closed, etc.)						
14.13. WORKFLOW CAPABILITIES							
14.13.1	Define a sequence of steps or actions for any project management procedure						
14.13.2	Generate alerts for project resources to perform their assigned tasks						
14.13.3	Provide approval routing capabilities						
14.14. PROJECT CLOSURE PROCEDURE							
14.14.1	Ability to define a project closure procedure utilizing workflow capabilities; define actions to be taken, approvals to be obtained, etc.						
14.14.2	Ability to close the project/ contract and stop any further costing or billing						
14.15. Integrations							
14.15.1	Integrate the projects system with HR to retrieve the employees name , role, and organization structure						
14.15.2	Integrate the projects system with purchasing to process then project related procurements						
14.15.3	Integrate the project system with the account payables to process project related invoices						
14.15.4	Integrate the project system with general ledger to generate the accounting entries						
14.16. Reports							
14.16.1	Ability to provide projects actual versus budget report						
14.16.2	Ability to provide project billing history report						
14.16.3	Ability to provide unbilled receivables aging report						
14.16.4	Ability to provide project billing status report						

Functional Requirements							
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15.1. Contract Preparation							
15.1.1	Ability to define user-defined contract templates that contain (standard contract clauses or regulations, terms and conditions, statement of work, milestones, etc)						
15.1.2	Ability to prepare the contract through the system starting from receiving an approved purchase order to signing the contract and distributing its copies, taking into consideration that these stages include different organizational units in the Authority (requesting department, financial controller, legal studies department).						
15.1.2	Ability to define user defined standard contractual terms:						
15.1.3	a. Criteria						
15.1.4	b. Quantities						
15.1.5	c. Prices						
15.1.6	d. Due Dates						
15.1.7	e. Milestones						
15.1.8	Ability to define user defined contract lines and sub lines						
15.1.9	Ability to defined multiple contract lifecycles statuses (Under preparation, approval in progress, active, on hold, closed, etc)						
15.1.10	Ability to define User defined contract calendars						
15.1.11	Ability to configure a contract creation workflow to that will retrieve the contractual clauses based on predefined contract type						

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15.1.12	Ability to maintain notes for a contract						
15.1.13	Ability to maintain the approval history of the concerned departments (reviewer / legal / requesting party) for the contract.						
15.1.14	Ability to calculate the penalties which needs to be included in the contract in the preparation phase.						
15.1.15	Ability to calculate the performance bond to be included based on the type of contract, during the contract preparation stage						
15.1.16	Ability to calculate the performance bond period and accordingly send alerts to the relevant parties						
15.1.17	<u>The ability to include new models of contracts and tenders</u>						
15.1.18	Ability to provide uploading facility to suppliers to upload relevant documents (such as commercial license, tax clearance certificate, parent company certificate etc) during the registration and other relevant contract phases.						
15.1.19	Ability of the system to validate the supplied information/documents by suppliers based on the supplier type or user defined criteria.						
15.1.20	The system should be capable to send alerts to concerned parties for contract specific events including extension, expiration etc.						
15.1.21	Ability to define and maintain checklists for each action when entering data to ensure that there are all requirements to conclude a contract, renew a contract, terminate a contract, change order, prepare an appendix, impose fines, etc.						
15.2. Contract Definition							
15.2.1	Ability to define contract information such as						
15.2.2	Contract Number						
15.2.3	Supplier						
15.2.4	Contract Type						
15.2.5	Contract Brief Description						

15.2.6	Contract start and end date						
15.2.7	Contract Amount						
15.2.8	Terms and Conditions						
15.2.9	Payment Terms						
15.2.10	Owner						
15.2.11	Ability to issue PO and relate the PO to the contract in order to match the following invoice, PO of the contract , received goods or services of the contract						
15.2.12	Ability to define contract bill of material or services, and deliverables						
15.2.13	Ability to track the progress and status of the contract by defining the key milestone dates for the contract.						
15.2.14	Ability to define alerts based on the milestone dates to concerned departments for taking necessary actions.						
15.2.15	Ability to maintain planned due dates and actual completion dates against key milestones of the contract						
15.2.16	Ability of the system to verify the actual completion dates as against the planned dates and accordingly process the invoices and penalties based on contract terms and conditions.						
15.2.17	Ability to define if the contract will be of type recurring invoice, or as per fixed payment schedules						
15.2.18	Ability to define dependencies between contract deliverables						
15.2.19	Ability to define contract milestones						
15.2.20	Ability to define what is covered and what is not covered by the contract						
15.2.21	Ability to define a reminder (alerts) based on user defined criteria. For ex: outstanding contractual obligations and deadlines						
15.2.22	Ability to manage retentions						

15.2.23	Ability to calculate automate accrual accounting generation						
15.2.24	Ability to define key performance indicators						
15.2.25	Ability to record and track performance bonds per contract:						
15.2.26	a. Performance bond value and percentage of the proposal value						
15.2.27	b. Expiry Date						
15.2.28	c. Extensions						
15.2.29	Ability to alerts or notification of performance bonds expiry						
15.2.30	Ability to define the following alerts in the system:						
15.2.31	1. Expiration of the contract during specified periods						
15.2.32	2. Alerts preceding the automatic renewal of the contract						
15.2.33	3. Alerts based on predefined days before the expiry of the contract.						
15.2.34	4. Alerts required for the initial / final guarantee expiry						
15.2.35	5. Alerts to send to supplier for re-depositing of performance bond amount in case of amount deductions due to penalties applied during the project						
15.2.36	6. Alerts required for the guaranteed letter for the advance payment						
15.2.37	7. Alerts required during various stages of the projects with the advance payment amount, the proportionate amount deducted from each milestone based on the project milestone due dates.						
15.2.38	8. Alerts required for the due dates and actual completion dates of project deliverables.						
15.3. Contract Transaction Processing							
15.3.1	Ability to receive goods or services that are related to the contract as per the contract terms schedule and bill of material or expected service due dates						

15.3.2	Ability to update and track contract performance (cost incurred, work percentage completed, deviation from planned, etc)						
15.3.3	Ability to initiate invoice as per the payment milestones						
15.3.4	Ability to link the invoices with the payment milestone deliverables						
15.3.5	<u>Ability to apply penalties on invoices submitted by supplier, if any, based on the contract terms and conditions, after the approval from the requesting party</u>						
15.3.6	Ability to modify or amend any contract term/element/document						
15.3.7	Ability to manage change orders						
15.3.8	Ability to renew contracts						
15.3.9	Ability to put any contract payment on hold						
15.3.10	Ability to manage contract penalty calculations in case of delay of delivery or differences in quantities or quality of goods						
15.3.11	Ability to generate contract transaction accounting entries						
15.3.12	Ability of the system to allow finance department (and its sections) and contracts/tendering department to track the progress/status of the project and its deliverables based on the inputs from the relevant department to process the correct disbursement amount to the suppliers						
15.3.13	Ability to define reports to include the search for contracts through different elements, for example: company name - the value of the contract - the calendar year - other, and contracts associated with a specific scope of work ... etc.						
15.4 Reports							
15.4.1	Details of contracts by status						
15.4.2	Details of contracts by due date						

15.4.3	Details of issued invoices for each contract						
15.4.4	Details of milestone events for each contract						
15.4.5	Historical contracts						
15.4.6	Contracts with change orders and performance bonds details						
15.4.7	Reports on contract progress, stages and status of delivering the project						
15.5 Integration							
15.5.1	Inventory						
15.5.2	Accounts Payable						
15.5.3	Accounts Receivable						
15.5.4	General Ledger						
15.5.5	Purchasing						
15.5.6	Budget						
15.5.7	Cash Management						
15.5.8	Treasury						
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16. Reporting & Business Intelligence							
16.0.1	Ability to define various complexity reports (simple, medium, complex) based on the definitions provided in the instructions sheet						
16.1. Financial Dashboards							
16.1.1	Finance Dashboard Reports with complexity and numbers as below:						
16.1.2	Complex Reports - 5						
16.1.3	Medium Complexity Reports - 5						
16.1.4	Simple Reports - 5						

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16.2. HR / Payroll Dashboards							
16.2.1	HR/Payroll Dashboard Reports with complexity and numbers as below:						
16.2.2	Complex Reports - 5						
16.2.3	Medium Complexity Reports - 5						
16.2.4	Simple Reports - 5						
16.3. Supply Chain Dashboards							
16.3.1	Supply Chain Dashboard Reports with complexity and numbers as below:						
16.3.2	Complex Reports - 5						
16.3.3	Medium Complexity Reports - 5						
16.3.4	Simple Reports - 5						
16.4 Integrated Dashboards covering cross-module references (FIN/HR/SCM)							
16.4.1	Cross-Module Dashboard Reports with complexity and numbers as below:						
16.4.2	Complex Reports - 3						
16.4.3	Medium Complexity Reports - 3						
16.4.4	Simple Reports - 3						
16.5 Other Reports							
16.5.1	Other Dashboard Reports covering KPI Management, Projects Accounting and Information from Portal etc:						
16.5.2	Complex Reports - 3						
16.5.3	Medium Complexity Reports - 3						
16.5.4	Simple Reports - 3						
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17. Upkeep and Maintenance							

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17.0.1	Extended support is required for a period of three years after Go-Live						
17.0.2	Two functional consultants to manage the day-to-day ERP needs with end users.						
17.0.3	Technical developers for managing the technical requirements on a staging basis.						
17.1. Coding and API							
17.1.1	Providing the source code.						
17.1.2	The proposed solution must include a robust low-code development platform that allows for the rapid design, development, and deployment of custom software applications with minimal hand-coding.						
17.1.3	Provide Open API						
17.1.4	Ability to integrate with current CRM						
17.1.5	Provide mobile app						